



# PLANNING GUIDE



# Table of Contents

## COVID SAFETY

- COVID SAFETY

## ACCOUNTING & CREDIT

- BILLING & CREDIT TERMS
- MASTER ACCOUNT BILLED TO CREDIT CARD'
- PAYMENTS BY CHECK
- PAYMENTS BY WIRE TRANSFER
- MASTER ACCOUNT REVIEW
- CASH ADVANCES

## GAMING COMPLIANCE

- GAMING COMPLIANCE
- RAFFLES & LOTTERIES
- CHIPS AND TOKENS
- ADDITIONALS
- NEVADA LIVE ENTERTAINMENT TAX

## ADA

- AMERICAN WITH DISABILITIES ACT (ADA)
- PERSONAL MOBILITY DEVICES

## CATERING AND BANQUET STANDARDS & POLICIES

- CATERING & CONFERENCES
- SERVICE MANAGERS
- CHARITABLE ORGANIZATIONS

## LEGAL

- INSURANCE
- ADDITIONAL INSURED
- PROOF OF COVERAGE
- COVERAGE REQUIREMENTS
- CONTROLLED SUBSTANCES & CANNABIS
- DRONES
- RECORDING/BROADCASTING/TAPING
- MEDIA
- ADVERTISING & PROMOTION

## LOGISTICS

- INVENTORY OF HOTELS
- EQUIPMENT
- EXCLUSIVES
- AUDIO VISUAL
- ELECTRICAL/PLUMBING/COMPRESSED AIR
- WATER DISPENSERS
- LIGHTING
- BUSINESS CENTER
- EQUIPMENT RENTALS
- TELECOMMUNICATIONS
- AIR CONDITIONING & HEATING
- CONCRETE & ASPHALT ANCHORING
- TRUCK STAGING
- LOADING DOCKS
- CLEANING
- FORKLIFTS & CARTS
- FREIGHT ELEVATORS
- LOAD-IN & LOAD-OUT INSPECTIONS
- HAZARDOUS MATERIALS

## MEETING SPACE & FACILITIES

- MEETING SPACE PUBLIC AREAS & FOYERS
- MEETING ROOM SUBLETTING
- MEETING FLOOR SPONSORSHIP OPPORTUNITIES
- MEETING ROOM KEYS
- EVENT POSTINGS
- AIRWALLS
- COAT & BAG CHECK
- MEETING ROOM AMENITIES
- SIGNAGE
- DÉCOR, BALLOONS, FLORAL
- PREFERRED VENDORS
- SETUP FEES
- LABOR FEES
- RETAIL SALES
- CARPET PROTECTION
- SMOKING
- NOISE
- ENTERTAINMENT
- SECURITY
- HOSPITALITY SUITES
- PENTHOUSE SUITES
- OUTDOOR EVENTS
- PEARL CONCERT THEATER

## FOOD & BEVERAGE

- MENUS & PRICING
- CUSTOM MENUS
- SPECIAL MEALS & DIETARY REQUESTS
- OUTSIDE FOOD AND BEVERAGE
- GUARANTEE POLICIES
- SERVICE FEE
- SERVICE RATIOS
- ALCOHOLIC BEVERAGE SERVICE
- PRODUCT SAMPLES

## EMERGENCY & SECURITY

- EMERGENCY ANNOUNCEMENT PROTOCOL AND SAFETY EVACUATION PLAN
- INCIDENT REPORT
- SECURITY OFFICERS
- MEETING ROOM SECURITY
- FIRE EXTINGUISHERS & FIRE HOSE CABINETS
- EMT SERVICES
- HOTEL EMPLOYEE ACCESS
- LOST & FOUND
- SECURITY CONTACTS

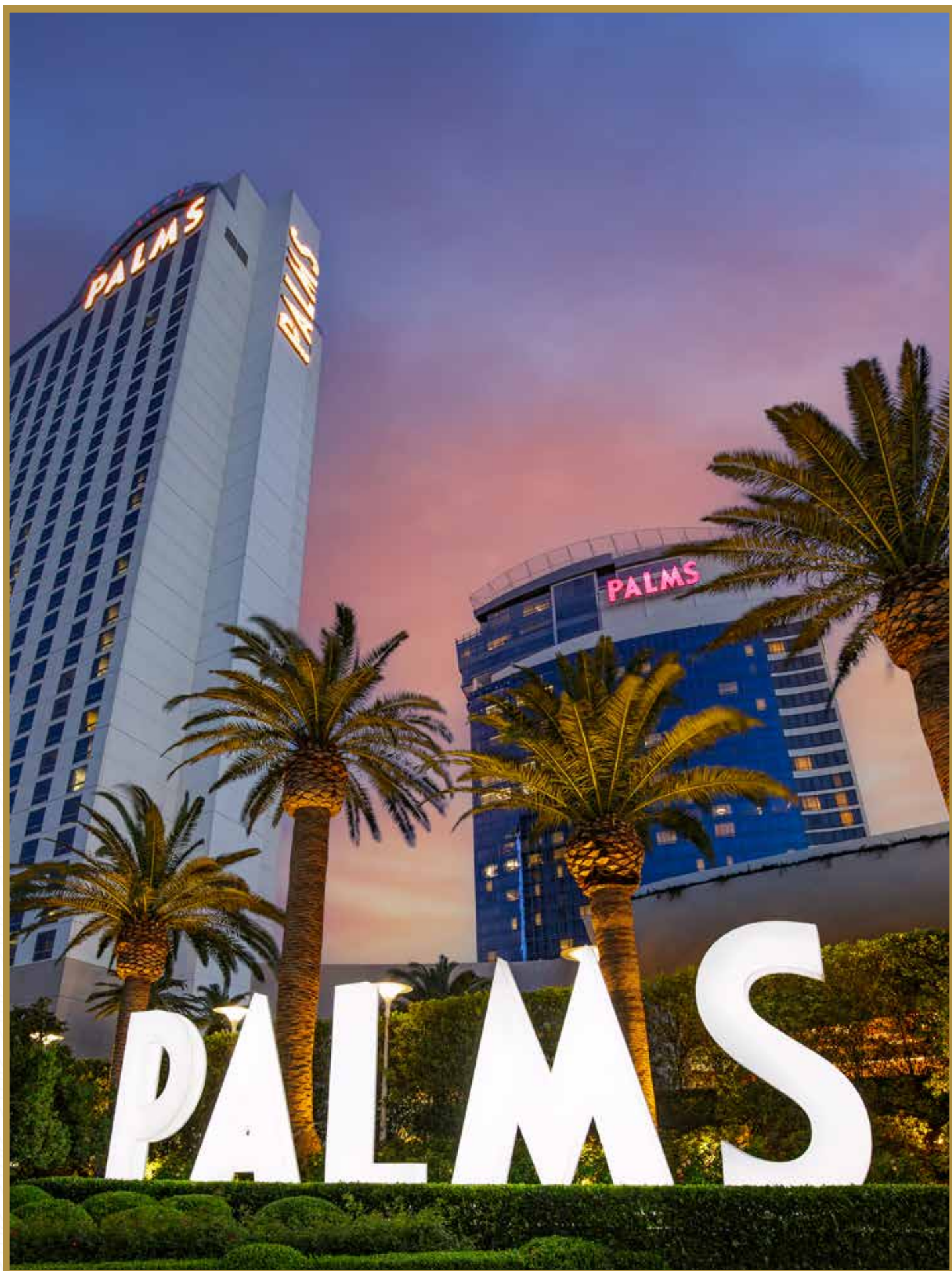
## FIRE MARSHAL REGULATIONS

- GENERAL
- FIRE MARSHAL PERMITS
- FLAME RETARDANT
- FUEL-POWERED, ALTERNATIVE FUEL AND ELECTRIC VEHICLES
- FIRE STROBES
- PYROTECHNICS, FLAME EFFECTS & HAZERS
- ADDITIONAL TRADESHOW & EXHIBIT FIRE GUIDELINES

## HOTEL SERVICES

- RESORT FEE & CLARK COUNTY ROOM TAX
- BAGGAGE STORAGE
- PORTERAGE/GROUP TRANSPORTATION
- CHECK-IN/CHECK-OUT FEES
- EARLY CHECK-IN/CHECK-OUT FEES
- LATE CHECK-OUT/EARLY DEPARTURE
- SMOKING POLICY
- INDIVIDUAL CREDIT CARD AUTHORIZATION FOR INCIDENTALS
- MINORS
- BALCONIES
- LOST OR STOLEN PROPERTY
- GROUP RESERVATIONS & ROOMING
- PASSKEY POLICIES
- KEYS
- PARKING
- GROUP VOICEMAIL
- OTHER SERVICE CHARGES/GUEST ROOM DELIVERIES
- EXOTIC AND DOMESTIC ANIMALS
- SPA
- FITNESS FACILITY
- IN-ROOM SAFES
- RIDE SHARE & PUBLIC TRANSPORTATION
- CHILDCARE SERVICES







# COVID SAFETY

## OVERVIEW

To provide our guest and team members with the safest environment possible to enjoy their experience at Palms Casino Resort through enhanced cleaning and sanitation practices and monitoring of evolving changes in COVID transmission levels and health and safety protocol with the Southern Nevada Health District.

## SAFETY HIGHLIGHTS:

- All Palms Team Members are encouraged to be vaccinated and keep their vaccination up to date with available boosters.
- All Full Time Team Members have access to Health Insurance through Palms. All available plans offer multiple COVID resources for Team Members.
- Team Members experiencing symptoms are immediately sent home and instructed to self-test or be tested at a local medical facility.
- Team members testing positive are required to remain home and isolate for 5 days per updated CDC and Southern Nevada Health District protocol. Upon returning to work, Team Members are to wear mask until the 10th day from positive test or onset of symptoms while at work.
- Mask are provided for all Team Members and guests upon request. Nevada currently does not have a mask mandate but wearing a mask in high traffic, public areas is strongly encouraged.
- To avoid mass contact with food and/or beverage, groups may request that buffets, coffee stations, etc. have attendants available to serve guest. Labor fee's will apply, please inquire with your CSM for costs.
- Event linens are changed on a regular basis, in addition, event rooms go through a rigorous cleaning process before and after each use.
- Hand sanitizers are located throughout the public and back of house locations. Sanitizers are refilled and checked regularly.
- Public touch points, such as handrails, elevator buttons, door handles, and knobs are cleaned continuously throughout the day.
- Surfaces such as front desk, event registration areas, restaurant counters and dining tables are wiped down regularly.
- The casino gaming floor slot machines are wiped, and surfaces cleaned continuously throughout the day.
- Team Members are instructed daily on hand washing and sanitation practices as highlighted by the CDC and Southern Nevada Health Department. These procedures are also posted in back-of-house areas.
- If you feel ill before traveling, please stay home.
- If you feel ill while in Las Vegas or at Palms, please return to your room and contact the front desk for a list of resources and support.

If you are experiencing symptoms, please wear a mask and social distance while leaving the property.



## COVID SAFETY

### LOCAL COVID TESTING OPTIONS

#### SOUTHERN NEVADA HEALTH DISTRICT

Closest Testing Location to Palms:

SNHD Main Campus (15 mins) – WALK-IN'S OR APPOINTMENTS

280 S. Decatur Blvd.

Las Vegas, NV 89107

FOR UPDATES ON TESTING LOCATIONS AND TIMES BY SNHD PLEASE CHECK THEIR WEBSITE AT:

[Southernnevadahealthdistrict.org](https://southernnevadahealthdistrict.org) or call 702-759-1000

#### MDX LABS

Closest Testing Location to Palms:

2000 S. Jones (10 mins) – WALK IN'S OR APPOINTMENTS

Las Vegas, NV 89146

**\*\*MDX Specializes in testing and turnaround times for travel\*\***

FOR UPDATES ON TESTING LOCATIONS AND TIMES BY MDX PLEASE CHECK THEIR WEBSITE AT:

[Labsmdx.com](https://labsmdx.com) or call 844-888-0409

#### LOCAL WALGREEN'S AND CVS

Please consult each respective company's websites for testing locations, times, and appointment availability.

Testing is not available at every location.





## ACCOUNTING & CREDIT

### BILLING & CREDIT TERMS

All payments are due prior to the Group's arrival or as detailed in the Group's contract. Group may submit a credit application for direct billing privileges. If direct billing is approved, a Master Account will be set up after the initial deposit is received.

- Group's estimated spend must be over \$20,000.00
- Group must submit application at least 60 days prior to arrival
- If credit is established, an initial deposit is due at the time of signing the contract

### MASTER ACCOUNT BILLED TO CREDIT CARD

Group must complete a Sertifi form with their credit card information in order to set up this form of billing. Processing fees will be waived for deposits of \$74,999.00 or less. Deposits of \$75,000 paid via credit card will be charged a 3% additional processing fee.



## ACCOUNTING & CREDIT

### PAYMENTS BY CHECK

All checks must be received at least fourteen (14) days prior to the Group's arrival and must be drawn out to a U.S. bank in U.S. dollars.

Please mail checks to:

#### Regular or Overnight Mail

Palms Casino Resort  
4321 W. Flamingo Road  
Las Vegas, NV 89103  
(Include Group or Program Name)  
Attn. Account Receivable

### PAYMENTS BY WIRE TRANSFER

All wire transfers must be received at least fourteen (14) days prior to the Group's arrival. Any funds wired, but not used, will only be returned to the account from which the original wire was sent.

Account Title: FP Holdings LP dba Palms Casino Resort

Account Number: 4130292142

#### Bank Routing Number:

Wire: 041000124

ACH & Checks: 041000124

Swift: PNCCUS33 (Required for International Payments)

#### Bank Address:

PNC Bank, N.A.  
500 First Avenue  
Pittsburgh, PA 15219  
Details: (Include Group or Program Name)

### MASTER ACCOUNT REVIEW

Before departing, the Group's CSM will assist the Meeting Planner in arranging a review of the Master Account with the Group's Hotel Billing Representative.

### CASH ADVANCES

Groups are eligible for cash advances only when Group sends funds in advance, for the exact desired amount, via wire transfer directly to the Hotel's Casino Cage. Please see wire transfer instructions above. Cash advances are limited to a maximum of 10% of the total deposit on file for the Group.

Hotel is subject to State and Federal currency reporting and handling laws and as such will file a Currency Transaction Report (CTR) for cash advances of over \$10,000.00 USD. CTR will be reported to the Nevada Gaming Control Board, U.S. Treasury and IRS.





## GAMING & TAX COMPLIANCE

### GAMING COMPLIANCE

Hotel will require Group to obtain approval from the Nevada Gaming Control Board (GCB) for any of the following activities:

- Mock or Faux Gaming
- Game of Chance
- Events where prizes are awarded by chance

Group is required to submit information to the GCB through the Hotel's Compliance Department. Submission must be done at least thirty (30) days prior to the event date. Hotel also requires that Group hires the services of an outside approved vendor for the rental of equipment, staff and operations of these types of events.

### RAFFLES & LOTTERIES

In the state of Nevada, the GCB is responsible for regulating the operation of raffles and lotteries. Only qualified nonprofit alumni, charitable, civic, educational, fraternal, patriotic, political, religious, state, or local, legal, or veterans organizations may lawfully hold raffles or lotteries. Nonprofits must still apply — at least thirty (30) days in advance — and receive permission from the GCB to hold such activities within the Hotel.

### CHIPS AND TOKENS

Gaming Control Board Regulation 12.060 prohibits Hotel from selling chips and tokens for any purpose other than gaming. The Hotel requires that all chips be purchased directly at the at the Hotel's gaming tables.

### ADDITIONALS

- Additional deposits will be outlined by Hotel's Accounting Department and based on the Group's program value.
- The balance of the account is due thirty (30) days after the date of the function. A late fee of (1.5%) per month of the balance due will be assessed for all unpaid balances after thirty (30) days.
- The Banquet Event Order (BEO) is considered a legally binding document and the client's signature represents approval for all goods and services outlined on the BEO.



# GAMING & TAX COMPLIANCE

## NEVADA LIVE ENTERTAINMENT TAX

Please note that the only third-party ticketing vendor approved by Palms is UrVenue <https://www.urvenue.com/>. Please contact your CSM for additional details.

### EVENT TICKETING

- All ticket sales must go through Hotel's Ticketing System. Hotel uses Ticketmaster.
- 9% Live Entertainment Tax will be added on top of base ticket price and paid directly to the Nevada Gaming Commission by Hotel.
- \$5.00 facility fee will be added to each ticket sold and will be retained by Hotel.
- Ticketmaster charges service fees on top of ticket prices.
- Hotel shall be responsible for payment of Nevada state taxes. Hotel will not offset any expenses or taxes of any type against the cost of the Event.
- Hotel and Organization specifically agree that entertainment taxes (aka LET taxes) incurred for the Event shall be collected ONLY by Hotel upon entry to the Event and remitted by Hotel for payment thereof directly to the State of Nevada. Any violation of this subparagraph by Organization will result in a serious breach of this Contract by Organization and payment of liquidated damages to Hotel.
- Hotel will require sufficient funds fourteen (14) days prior to event date. If ticket revenue and deposits on file do not cover expenses to include 100% room rental, 50% F & B minimum, and 50% guest room pick-up per night, hotel has the right to cancel the event and deposits will be forfeited.

In the instance that Group books live entertainment for their event and will charge admission for such live entertainment, Group acknowledges and agrees that such activities may be governed by laws and regulations governing the recording, collection, and payment of Nevada's Live Entertainment Tax ("LET"), as set forth in Nevada Revised Statutes Section 368A, Nevada Administrative Code Section 368A, Nevada Gaming Control Board Entertainment Minimum Internal Controls ("MICS"), and Hotel's internal controls applicable to live entertainment. The Nevada Gaming Control Board must approve all ticketing systems used in conjunction to any event subject to LET. Hotel, as the holder of a nonrestricted gaming license, is obligated to ensure that all activities that occur on its property subject to such license are properly recorded, collected, and paid. Group shall have sole responsibility for the payment of all LET applicable to Group's activities upon and/or use of the function space. Such payment shall be made by Group or Hotel for remittance to Nevada's government taxing authority. Group agrees that (i) all funds relating to the remittance of LET shall be sent to Hotel to be included with the Hotel's remittance and that no funds shall be remitted directly by Group to the State of Nevada, and (ii) all documentation related to the Group's live entertainment shall be retained for five (5) years and shall be made available to Hotel's Internal Audit Department and the Nevada Gaming Control Board. Currently Nevada's LET is 9% and is subject to change with or without notice from the State of Nevada.



## GAMING & TAX COMPLIANCE

Group further acknowledges that its failure to comply with Nevada's regulatory requirements could result in additional assessments, including fines and penalties, by governmental authorities. Group shall indemnify and hold Hotel harmless against any claims that arise from Group's failure to comply with the regulatory requirements concerning LET. In order to protect Hotel's privileged gaming licenses, Group must receive approval from Hotel's Compliance Department prior to advertising or booking live, ticketed entertainment.

- For more information related to LET requirements, Group is advised to review the following:
  - Nevada Revised Statutes NRS 368A:  
[www.leg.state.nv.us/NRS/NRS-368A.html](http://www.leg.state.nv.us/NRS/NRS-368A.html).
  - Nevada Administrative Code NAC 368A:  
[www.leg.state.nv.us/NAC/NAC-368A.html](http://www.leg.state.nv.us/NAC/NAC-368A.html).
  - MICS – Entertainment:  
[gaming.nv.gov/index.aspx?page=182](http://gaming.nv.gov/index.aspx?page=182).





## ADA

The Hotel, to the best of its knowledge, complies with the public accommodations requirements of the American with Disabilities Act (ADA) and the Hearing Capacity Act of 1988 and the regulations and guidelines. Hotel expects that the Group, its agents, contractors and employees, and their functions within the Hotel also comply with the above referenced laws. Group will make necessary efforts to identify any special needs of its disabled attendees, employees or guests and communicate these needs to the Hotel as soon as they are known.

### **PERSONAL MOBILITY DEVICES**

Motorized wheelchairs, Segways, scooters or any other personal mobility device is prohibited inside of the Hotel unless the operator represents that the equipment is a mobility assistance device for a disability condition.







# CATERING AND BANQUET STANDARDS & POLICIES

## CATERING & CONFERENCES SERVICE MANAGERS

Hotel's Catering and Conferences Services Team will be in contact with the Meeting Planner within three (3) business days of execution of contract. At that time, a Catering & Conference Service Manager (CSM) will be assigned to the Group to be their main contact as the Group moves forward with all the planning aspects of their program.

## CHARITABLE ORGANIZATIONS

For the Hotel to waive Nevada's State Sales Tax, Group must be incorporated as a 501c3 organization and present current and valid State of Nevada Tax Exemption Letter. Due to Nevada Revised Statutes under the oversight of the Nevada Gaming Control Board, there are strict policies determining how these types of events are defined and must be conducted. Prior to developing events, please ensure you advise your CSM as Hotel may need to get approvals from our compliance team before proceeding. Some types of charitable events that would require approvals would be silent auctions, raffles, bingo, and gaming tournaments.



# LEGAL

## INSURANCE

Group shall maintain, at its sole cost, and shall require any subcontractors it may engage to maintain at all times during the Term of the Contract and for one (1) year following acceptance of the Products and Services, the insurance coverage set forth below, with one or more insurance companies licensed to do business in the state where the work is being performed.

If the Group uses existing coverage to comply with these requirements and that coverage does not meet the specified requirements, the Group agrees to amend, supplement, or endorse the existing coverage to do so. The type(s) of insurance required are determined by the scope of the contract services and may be amended by San Manuel Gaming & Hospitality Authority Nevada, LLC's (SMGHA Nevada, LLC) Risk Management and Finance Departments.

Group shall secure and maintain throughout the contract term the following types of insurance with limits as shown:

Workers' Compensation/Employers Liability – Workers' Compensation insurance or a state-approved, self-insurance program in an amount and form to meet all applicable requirements in statutory limits for the jurisdiction in which the Group performs under this Contract. Covering any subcontractor's employees whose performance of Services in connection with Vendor's obligations hereunder may be completed at any SMGHA Nevada, LLC location and all employees of Group engaged in Group's performance of its obligations under this Contract.

The policy will include Employer's Liability with one million dollars (\$1,000,000.00) limits covering all persons providing services on behalf of the Group and all risks to such persons under this contract.

If Group has no employees, it may certify or warrant to SMGHA Nevada, LLC that it does not currently have any employees or individuals who are "employees" as defined under the Labor Code. If documented as such, the requirement for Workers' Compensation coverage may be waived by the SMGHA Nevada, LLC Risk Management Department.

Commercial/General Liability Insurance – The Group shall carry General Liability Insurance covering all operations performed by or on behalf of the Group providing coverage for bodily injury and property damage with a combined single limit of not less than one million dollars (\$1,000,000.00), per occurrence. The policy coverage shall include but not be limited to:

- a) Premises operations and mobile equipment, *if applicable*
- b) Products and completed operations
- c) Broad form property damage (including completed operations)
- d) Explosion, collapse and underground hazards, *if applicable*
- e) Personal injury
- f) Contractual liability
- g) Two million dollars (\$2,000,000.00) aggregate limit



## LEGAL

Automobile Liability Insurance – Primary insurance coverage for all owned, hired, and non-owned automobiles. The policy shall have a combined single limit of not less than one million dollars (\$1,000,000.00) for bodily injury and property damage, per occurrence.

If the Group owns no company autos, a non-owned auto endorsement to the General Liability policy described above is acceptable. Should the Group have no business vehicles covered under a Commercial Auto policy and will be operating personal vehicle(s), then proof of personal auto insurance, registration of the vehicle and a valid driver's license are required to be submitted with a certificate of insurance.

Umbrella/Excess Liability Insurance – An umbrella (over primary) or excess policy may be used to comply with limits or other primary coverage requirements. When used, the umbrella policy shall apply to bodily injury/property damage, personal injury/advertising injury and shall include a "dropdown" provision providing primary coverage for any liability not covered by the primary policy. The coverage shall also apply to automobile liability and if applicable, professional liability.

**ADDITIONAL INSURED** – All policies, except for the Workers' Compensation, Errors and Omissions, Cyber and Professional Liability policies, shall contain endorsements **naming SMGHA Nevada, LLC.; FPHoldings, L.P., PPII Holdings, LLC and their entities, directors, officers, employees, agents and volunteers as additional insureds** with respect to liabilities arising out of the performance of services hereunder. The additional insured endorsements shall not limit the scope of coverage for SMGHA Nevada, LLC to vicarious liability but shall allow coverage for SMGHA Nevada, LLC fully provided by the policy. Such additional insured coverage shall be at least as broad as Additional Insured (Form B) endorsement form ISO, CG 2010.11 85 (or equivalent).

Language Sample: *SMGHA Nevada, LLC; FPHoldings, L.P. PPII Holdings, LLC and its entities, directors, officers, employees, agents and volunteers are included as additional insured where required by written contract with respect to General Liability and Auto Liability. Liability coverage shall be primary and non-contributory where required by written contract. Waiver of subrogation is applicable where required by written contract.*

Waiver of Subrogation Rights – The Group shall require the carriers of required coverages to waive all rights of subrogation against SMGHA Nevada, LLC, its officers, employees, agents, volunteers, vendors and subcontractors/vendors. All general and auto liability insurance provided will not prohibit the Group and vendor's employees or agents from waiving the right of subrogation prior to a loss or claim. The Group hereby waives all rights of subrogation against SMGHA Nevada, LLC.

Policies Primary and Non-Contributory – All policies required herein are to be primary and non-contributory with any insurance or self-insurance programs carried or administered by SMGHA Nevada, LLC.

Severability of Interests – The Group agrees to ensure that coverage provided to meet these requirements is applicable separately to each insured and there will be no cross-liability exclusions that preclude coverage for suits between the Group and SMGHA Nevada, LLC or between SMGHA Nevada, LLC and any other insured or additional insured under the policy.



## LEGAL

Acceptability of Insurance Carrier – Unless otherwise approved by the Risk Management Department, insurance written by insurers authorized to do business in the State of Nevada will have a minimum “AM Best” Insurance Guide rating of “A- VII”.

Failure to Procure Coverage – In the event that any policy of insurance required under this contract does not comply with the above requirements and is not procured, or is canceled and not replaced, SMGHA Nevada, LLC has the right but not the obligation or duty to cancel the contract or obtain insurance if it deems necessary and any premiums paid by SMGHA Nevada, LLC will be promptly reimbursed by the Group or SMGHA Nevada, LLC payments to the Group will be reduced to pay for SMGHA Nevada, LLC purchased insurance. Any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this contract. Group agrees to execute any such amendment within thirty (30) days of receipt. Any failure, actual or alleged, on the part of SMGHA Nevada, LLC to monitor or enforce compliance with any of the insurance and indemnification requirements will not be deemed as a waiver of any rights on the part of SMGHA Nevada, LLC.

**NOTE: Proof of Coverage** – The Group shall furnish Certificates of Insurance (COI) prior to the commencement of performance of services, which certificates shall provide that such insurance shall not be terminated or expire without thirty (30) days written notice to SMGHA Nevada, LLC. The Group shall maintain such insurance from the time Group commences performance of services hereunder until the completion of such services and for an additional one year.

### **ALL VENDOR Certificates of Insurance (COIs) MUST BE SENT TO:**

**SMGHA Nevada, LLC and Affiliated Entities  
Attn: Risk Management  
4321 W. Flamingo Road  
Las Vegas, NV 89103**

Additional insurance coverages beyond this list may apply; please contact the Risk Management Department to inquire applicability.

### **ONLY IF APPLICABLE - COVERAGE REQUIREMENTS**

- Auto Liability – If the Group is transporting one or more non-employee passengers in performance of contract services, the automobile liability policy shall have a combined single limit (CSL) of four million dollars (\$4,000,000.00) for bodily injury and property damage per occurrence.



## LEGAL

- Professional Liability (Errors and Omissions) Insurance – Shall be appropriate to the Contractor's or Consultant's profession or services. Policy shall cover the actual or alleged errors & omissions arising out of the professional services rendered by or on behalf of Group with limits no less than one million dollars (\$1,000,000.00) per occurrence or claim, and two million dollars (\$2,000,000.00) aggregate to be maintained for the duration of the Contract and two (2) years following its termination.
- System/Technology/Cyber Liability Insurance - Limits not less than five million dollars (\$5,000,000.00) per occurrence or claim, five million dollars (\$5,000,000.00) aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the Group in this agreement and shall include, but not be limited to, claims involving infringement of intellectual property, infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion, and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.
- Commercial Crime Insurance – Providing coverage for, but not limited to, loss sustained by SMGHA Nevada, LLC resulting from theft or forgery committed by Group employees. Such insurance shall have a limit of not less than five million dollars (\$5,000,000.00) per loss and naming SMGHA Nevada, LLC and its affiliates as loss payee.
- Contractors' Pollution Legal Liability and/or Asbestos Legal Liability and/or Errors and Omissions (if project or services involve environmental hazards) - Limits no less than two million dollars (\$2,000,000.00) per occurrence or claim, and four million dollars (\$4,000,000.00) policy aggregate.
- Aviation Liability Insurance (including drones) - On an "occurrence" basis, including products and completed operations, property damage, bodily injury with limits no less than one million dollars (\$1,000,000.00) per occurrence, and two million dollars (\$2,000,000.00) in the aggregate. This coverage may be provided by endorsement to a Commercial General Liability policy.

### CONTROLLED SUBSTANCES & CANNABIS

The possession or use of any controlled substance, including cannabis products, anywhere on Hotel's property is prohibited by federal law and Hotel's Company policy. Group acknowledges that it shall be responsible for preventing such activity at its Event or by persons attending the Event. Group further acknowledges that failure to do so shall be grounds for immediate termination of the Event without any full or partial refunds. Additional cleaning fees may apply.



# LEGAL

## DRONES

Hotel may approve drones or Unmanned Aerial Vehicles (UAVs) in very limited scenarios. Group must submit for approval nine (9) months in advance to the Hotel's CSM and Risk Management Department. In addition, the following guidelines apply:

- No Casual or recreational use of UAVs is allowed on property whether inside or outside
- No UAVs can be operated outside at any time unless the operator has obtained an exemption from the FAA for exterior usage of the aircraft and has received written approval from Property Management
- Usage of UAVs will be allowed only by written permit
- Requirements for approval of a permit will be as follows:
  - Name of group or entity requesting use of UAV
  - Name, credentials and experience of pilot/operator
  - Specific dates and times UAV is to be flown
  - Intended flight plan of UAV must be submitted in writing
  - A test flight must be conducted with Risk Management/Safety prior to event usage
  - Proof of insurance specifying coverage for UAV operation must be supplied
  - A minimum of \$5,000,000.00 in coverage for UAV operation must be supplied
  - The property must be named as additional insured and subrogation must be waived
  - A Certificate of Insurance with the required information must be submitted to the property before an application will be approved
  - Drone endorsements must be produced to show proof that the drone is covered under the produced insurance
- The insurance policy must be produced, if requested, prior to approval of UAV usage
- Even where approved for usage, UAVs will not be allowed to fly over any populated areas except as approved by property management under such terms and conditions as may be required, such as use of protective netting, barriers, etc
- UAVs carrying weapons are prohibited
- UAVs may not be flown in lobbies, restaurants or other common areas
- UAVs must weigh less than fifty-five (55) pounds including any attached equipment
- UAVs are prohibited from flying within eighteen (18) inches of any building structure, including sprinklers
- Purpose of UAV must be specified
- If the UAV is to be used to video tape an event, additional approval must be obtained by the Director of Public Relations



# LEGAL

## **RECORDING/BROADCASTING/TAPING**

Recording, broadcasting, or taping is allowed only inside of the Group's private contracted space. The recording, broadcasting, or taping of any functions in any public spaces requires the advance written approval of the Hotel's Public Relations office. Once approved, the recording, broadcasting, or taping is limited to the exact location as listed in the site license agreement. Groups are not permitted to record, broadcast or tape anywhere on the Casino Floor, Restaurants, Lounges, Theatre, Retail Outlets or Hotel Room Hallways. If Group desires, or desires to allow a third party to, photograph or film or otherwise document in any media the public areas or include any of Hotel's intellectual property, Group and/or the third party must enter into a separate site license agreement with Hotel, with separate insurance requirements. All separate insurance policies require a separate Certificate of Insurance naming Hotel, its parent company, affiliates, and partners as additional insureds.

## **MEDIA**

All media including, but not limited to, journalists, producers, videographers, photographers, web editors and bloggers require the written approval by the Hotel Public Relations office. Media representatives must provide a separate Certificate of Insurance naming Hotel, its parent company, affiliates and partners as additional insured for all film and broadcast opportunities. A media escort is required for all media outlets who have been approved in advance by the Hotel and a labor fee of \$300.00 per escort for up to (4) hours will be charged. Additional hours for media escorts will be billed at \$100.00 per hour, per escort.

## **ADVERTISING & PROMOTION**

Any advertisement, signage, printed material, etc. that uses the Hotel's name, logo, images or those of its parent company, affiliates or partners must have written approval from the Hotel's Brand Marketing or Public Relations representative. Group's CSM can assist in obtaining approval.





## LOGISTICS

### INVENTORY OF HOTEL'S EQUIPMENT

Hotel maintains standard inventory of equipment such as tables, chairs, podiums, easels, dance floors, risers, etc. This inventory is shared with all groups and departments within the Hotel at any given time and will not be dedicated to any group.

- Hotel can provide up to twelve (12) table tops, either six (6) or eight (8) foot tables, one (1) chair, and one (1) wastebasket per table at no charge. A charge of \$250.00 will apply for each additional setup required.

### EXCLUSIVES

Palms Casino Resort has exclusive providers for AV, electrical, plumbing, cleaning, IT, telecommunications, security and food and beverage. Contact your Catering and Conference Service Manager for details. Encore is the exclusive provider for all labor and equipment in breakout sessions. Encore is also the exclusive provider of labor and equipment for all rigging, power, and managed network services in our meeting space, public areas and special event space. Please note nothing can be hung within the facility except from approved rigging points.

### AUDIO VISUAL

Hotel has selected Encore Event Technologies (Encore) as its preferred provider of audio-visual production needs for all meeting and breakout space as well as all Hotel rooms and suites. Encore is also the exclusive provider of all rigging, power equipment and services, and high-speed internet connectivity services, excluding Kaos, Resort Pool, Ghostbar, Moon and View. Group must contact Encore directly for all audio-visual need and quotes.

### ELECTRICAL/PLUMBING/COMPRESSED AIR

All electrical, plumbing, and compressed air services are provided solely by the Hotel's in-house engineering department or its exclusive vendors. Additional fees may apply.



# LOGISTICS

## WATER DISPENSERS

All water dispensers must be provided by the Hotel and there will be a charged accessed of \$250.00 per water dispenser, which will include one (1) five- (5) gallon bottled water for each. Any additional replacement of the one (1) five – (5) gallon bottled water will be charged at \$100 per one (1) five- (5) gallon bottled water.

## LIGHTING

Existing lighting in the meeting space is provided complimentary. Additional lighting needs should be contracted directly through Encore or your preferred lighting vendor.

## BUSINESS CENTER

Palms Casino Resort features a full-service business center located on the 2nd floor of the Fantasy Tower.

Hours of Operation\*:

\*Subject to change

Monday-Friday: 10 AM-3 PM

Saturday & Sunday: Closed

Self-Service Kiosk: 24/7

<b>Package   Freight Receiving</b>	• Material handling of packages, pallets, skids, and crates
<b>Package   Freight Shipping</b>	• Domestic/International shipping via FedEx, UPS, DHL, & USPS • Access to over 40 transportation companies for freight services in the continental USA
<b>Document Finishing &amp; Other Services</b>	• Full color high-speed B&W & color printing and copying • Collating, stapling, binding, laminating, brochures, posters • Direct mail services, E-Certified mail
<b>Custom Packing Services</b>	• Custom packing and crates

If your Group requires any equipment that is greater than what can be provided, Hotel can facilitate the rental from a list of approved vendors and additional charges will apply.

During business hours, guests may utilize various methods of payment for services in the Business Center:

- Guest Room charge
- Master Account (Designated Authorized Signers only)
- Cash/Credit Card



# LOGISTICS

## SHIPPING, HANDLING & STORAGE

Prior arrangements must be made with the hotel's catering office or other designated personnel if the organization will be sending boxes to the hotel. The hotel's receiving department reserves the right to refuse any delivery if prior approval has not been obtained by the organization. All materials must have the following information on the shipping label:

**ATTENTION: PALMS CASINO RESORT BUSINESS CENTER**  
**RECIPIENT'S NAME (FIRST NAME, LAST NAME) OF THE ORGANIZATION'S ON-SITE CONTACT**  
**ORGANIZATION NAME & EVENT(S) DATE**  
**C/O PALMS CASINO RESORT**  
**4321 W. FLAMINGO ROAD**  
**LAS VEGAS, NV 89103**  
**ORGANIZATION'S ON-SITE CONTACT ARRIVAL DATE**

Please plan for your boxes to be delivered to the hotel no more than two (2) business days in advance of your event(s). All packages received or to be shipped on behalf of the organization or individual attendees or vendors are subject to the following shipping/handling charges:

Shipping & Handling Fees (Prices Subject to Change)

**Shipping & Handling Fees (per box):** Envelope Packs - \$7.00  
Receiving Class 1 (1lbs. – 15 lbs.) - \$15.00  
Receiving Class 2 (16lbs. – 30 lbs.) - \$22.00  
Receiving Class 3 (31lbs. – 40 lbs.) - \$30.00  
Receiving Class 4 (41lbs. – 50 lbs.) - \$37.00  
Receiving Class 5 (51lbs. – 75 lbs.) - \$44.00  
Receiving Class 6 (76lbs. – 99 lbs.) - \$54.00  
Receiving Class 1 (.75 lbs. +) – per pound - \$0.75 / pound

**Printing (Per Print): Black & White**

8.5 x 11 - \$1.50  
8.5 x 14 - \$1.75  
11 x 17 - \$2.95

**Color**

8.5 x 11 - \$2.45  
8.5 x 11 - \$2.95  
11 x 17 - \$3.95

**Scan:** Scans (per page) - \$3.00



# LOGISTICS

## SHIPPING, HANDLING & STORAGE (Cont.)

**Photocopies: Black & White**

8.5 x 11 - \$0.60

8.5 x 14 - \$0.75

1,000 or more - \$1.50

**Color**

8.5 x 11 - \$1.75

8.5 x 14 - \$2.25

1,000 or more - \$1.50

**Faxing:** Incoming Faxes - \$1.50

Outgoing Faxes Local & Toll Free - \$2.50

Each Additional Page - \$1.75

Within the United States - \$5.00

Each Additional Page - \$1.75

International - \$10.00

Each Additional Page - \$4.50

**Shipping Supplies/Services:** Packing Tape (each) - \$15.00  
Box Cutter (each) - \$10.00  
Palletizing (per pallet) - 250.00  
Bubble Wrap (per foot) - \$2.00  
Boxes (each) - Provided FedEx boxes  
(Additional fees for custom made or cut boxes)  
Minimum Pallet Break Down (per pallet) - \$200.00

Additional charges may be incurred for oversized boxes.

Storage fees will be incurred for items being stored longer than two (2) days prior to the organization's arrival date. Storage fees will consist of each item's handling fee per additional day the item is stored.

In addition to the above listed handling, letters and packages will be shipped at prevailing Federal Express, UPS, or DHL rates. These charges apply to all incoming and outgoing letters and packages. Shipments made to the hotel by shipping company, or arriving on pallets, will require the use of a forklift operator and must be scheduled in advance. Please notify your CSM for scheduling purposes. Additional charges will apply.

## EQUIPMENT RENTALS

Coming Soon.



# LOGISTICS

## TRUCK STAGING

Vehicle staging is limited to the Hotel's approved staging areas and must be approved in advance by your CSM and Hotel's Security Office. Hotel's designated truck staging area is off Nevso Drive.

## LOADING DOCKS

Load-in load-out times must be coordinated with your CSM at least thirty (30) days prior to arrival.

- At no time may vehicles or any items be left unattended in the loading dock areas
- Hotel is not responsible for damage to vehicles or any items while in the loading dock areas
- Group or Group's vendor must remove all their trash and debris from the loading dock area upon completion. Additional fees will be charged if hotel needs to clean up after the load-in or load-out process.
- All deliveries must be made through the Hotel's loading dock and Group cannot make deliveries through the guest parking lots, side entrances or any adjacent areas
- Access to the loading dock outside of the Hotel's loading dock normal hours of operation, currently 5 am - 2 pm Monday - Friday, will incur additional labor costs. The group's CSM can provide an estimate of additional labor fees if applicable.
- Group is responsible for any damages, by any of its employees, vendors or sub-contractors, that occur to the loading dock area, freight elevators or back of the house areas during load-in or load-out process

## CLEANING

Cleaning of meeting space and Event Center is exclusive to PALMS CASINO RESORT. Please contact your Catering and Conference Services Manager for more information.

## FORKLIFTS & CARTS

Group is required to notify their CSM, at least thirty (30) days in advance, of any deliveries being made that will require the use of a forklift, pallet jacks, or hand carts and the following guidelines will apply:

- All forklift operators must be certified through the General Service Contractor or Encore Audio Visual
- Please speak with your CSM or Encore representative if a forklift is required during load-in or load-out
- All forklifts and carts must have their tires wrapped before accessing any carpeted space and visqueen must be laid out ahead of time
- Forklifts or carts are not allowed in any public area or any area with specialty flooring. In addition, carpet runs and extra protection will be required for any carpeted surfaces
- Only propane powered forklifts are allowed. No gas fueled vehicles are permitted.
- Plywood must be used when forklifts are in a turning position



# LOGISTICS

## TELECOMMUNICATIONS

All phone lines and services required can be arranged through our telecommunications department and telephone numbers can be provided in advance as needed. Please submit your telephone requirements to your CSM at least ninety (90) days prior to your program date. A fee of \$350.00 will apply.

## AIR CONDITIONING & HEATING

Air conditioning and heating are provided in the meeting space during meeting and showtimes only. Due to the size of meeting space, it can take a few hours to cool or heat a meeting room so please allow ample time after temperature changes have been made to feel the adjustment. Hotel will be maintaining the A/C & heat for all spaces, to include BOH hallways and load in areas. Hotel will maintain a preset temperature for all BOH and loading areas. We encourage best practice when it comes to load-in and load-out and to be cognizant of timelines with doors in the open position.

## CONCRETE & ASPHALT ANCHORING

Drilling and anchoring in concrete is strictly prohibited in any of the rooms. Drilling or anchoring in asphalt must be approved in advance.

## FREIGHT ELEVATORS

Freight Elevator Dimensions 10'w x 10'h x 27'd

Please contact your CSM for additional information about our freight elevators.

## LOAD-IN & LOAD-OUT INSPECTIONS

Banquet Manager will walk Group through their contracted space for a pre-and-post event inspection. Damages will be reported to the Group and charges will be assessed for any damages to any Hotel facility caused by Group or any of its attendees, vendors, or contractors.

## HAZARDOUS MATERIALS

Group or any of its parties are prohibited from possessing or storing hazardous materials, as defined by federal, state, and local law. Exceptions are permissible when the use of hazardous material follow all federal, state, and local laws. Group will indemnify Hotel for any possession, storage, transportation, and use of such hazardous materials for any hazardous chemical that they bring into the Hotel so that appropriate action can be taken to inform and protect Hotel's team members and guests.





# MEETING SPACE & FACILITIES

## MEETING SPACE PUBLIC AREAS & FOYERS

Public spaces and foyers in our meeting room floors are shared by all Groups. Therefore, any registration, display, entertainment, signage or any other activity occurring in these areas must be pre-approved, in advance, by the Hotel. In addition, Groups must reflect the use of any public area in their floor plan submissions and be approved by both the Clark County Fire Marshall and the Group's CSM.

## MEETING ROOM SUBLETTING

Group may only use meeting or special event venues for the purposes they are intended, and Group may not sublet any of its assigned spaces to other vendors, exhibitors or attendees without the approval of the Group's CSM.

## MEETING FLOOR SPONSORSHIP OPPORTUNITIES

Prior to the sale of these opportunities to your exhibitors or vendors, Group must forward its plan for approval of usable locations to your CSM at least thirty (30) days prior to the first (1st) event. Please request from your CSM, the full sponsorship guide for review.

## MEETING ROOM KEYS

Please contact your CSM to discuss Meeting Room Keys.

*If your group requires the rekey of any of our meeting or special event venues, A rekey charge of \$500.00 pre room will apply.*

## EVENT POSTINGS

The Hotel provides complimentary posting of general meeting information on our Event Directory Boards and individual screens outside of each meeting room. Postings are limited to thirty (30) characters including spaces. Please contact your CSM for information and fees relating to branded placement on these screens.

## AIRWALLS

Hotel's personnel must be the one to open, close or relocate airwalls. Group will be charged for damages to the airwalls and/or the materials on the airwalls if it attempts to move without using Hotel's personnel.

## COAT & BAG CHECK

Coat and bag check can be added to any event or meeting in the Hotel for an additional fee of \$300.00 per one hundred (100) guests. Coat or bag check will include one (1) attendant per every one hundred (100) guests, tags and storage for the duration of the event. Groups CSM will advise on the appropriate number of attendants needed based on arrival/departure patterns and number of guests that would utilize this amenity. Hotel will not be liable for the loss or damage of any items checked in.

## MEETING ROOM AMENITIES

Each meeting room may be setup with complimentary Hotel branded note paper, pens, and mints. Amenities will not be provided for meal rooms, exhibit room or tradeshow spaces. Additional amenities may be provided for a reasonable charge.



## MEETING SPACE & FACILITIES

### SIGNAGE

The Hotel will not permit the affixing of anything by use of nails, staples, tape, or any other adhesives. All signage provided by the Group must be pre-approved by Hotel.

- Hotel will need to approve all locations for signage prior to installation as our Conference Center may be shared by multiple groups.
- Signs must be removed within six (6) hours after the close of the Event, or until the time the space is contracted for, whichever is less, unless prior arrangements have been made with the Hotel. Signs not removed within this time will be disposed of by Hotel and applicable removal or cleaning fees will apply.
- If Group or Sponsor needs any signage returned, they must make arrangements with the installer, or arrange with Group's CSM and pay for any removal, storage and shipping fees that may apply.
- Hotel is not responsible for storage or return of client's signage.

### DECOR, BALLOONS, FLORAL

Palms Casino Resort works with many preferred vendors for decor and floral. Please contact your CSM for additional details and contact information. Due to safety concerns, Mylar Balloons, Mylar Confetti and Mylar Ribbon are not permitted at palms casino resort (indoor or outdoor) as well as any of the other associated buildings on property. Helium balloons larger than thirty-six (36) inches are allowed as long as they are secured. Additional cleaning and labor fees will apply if helium balloons are released inside of the Hotel, including the meeting rooms and suites. Helium balloons must be filled prior to arriving on site, filling of balloons on property is prohibited. Please contact your CSM for additional information on decor, floral and balloons.

### PREFERRED VENDORS

The Hotel recommends the following vendors for decor, entertainment, transportation, staffing and other event needs:

- **Destinations by Design**
  - Attn: Kelly Valladon
  - kvalladon@dbdvegas.com
  - 702-798-9555 ext. 108
- **Fudale Destination Management**
  - Attn: Lora Fudale
  - lora@fudaledm.com
  - 702-280-9978

The Hotel recommends the following vendor for general service contractor needs:

- **Freeman** 702-579-1528 / 702-210-8979

Our preferred vendors are not exclusive to the Hotel and Group is permitted to contract other vendors, except for audio-visual in certain areas, as long the vendor also agrees to the Hotel's Regulations and Guidelines. All vendors will be required to submit a COI naming Palms Casino Resort, LLC, its parent company, affiliates, and partners

## MEETING SPACE & FACILITIES

as additional insured and be 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 combined single limit of \$4,000,000.00.

### SETUP FEES

- Setup fees will be incurred if a meeting set is changed multiple times the same day. Please contact your CSM for more information.
- If the Group is utilizing a venue with existing seating or furniture that needs to be removed or adjusted, Hotel will charge a setup fee according to the event requirements and the setup fee will vary based on the venue and exact event needs. The setup fee will be communicated in advance by your CSM.
- If the Group requires a stage or dance floor, a setup fee may apply. Hotel Stage pieces are 6'x8' and can be 16", 24" or 32" in Height. Hotel Dance Floor pieces are 4' x 4'. If applicable, the setup fee will be communicated in advance by your CSM.

### LABOR FEES

- A \$250.00 Food and Beverage Fee will be applied to Continental Breakfasts of less than ten (10) guests.
- A \$300.00 labor fee per bartender will be applied to all functions requiring a bartender. The number of bartenders will be determined by the service ratios below:
  - Cash Bars: One (1) bartender for every one hundred (100) guests
  - Hosted Bar on Consumption: One (1) bartender for every one hundred (100) guests
  - Hosted Bar Package: One (1) bartender for every seventy-five (75) guests
  - The labor fee is based on a four (4) hour event and if the event runs longer, an additional \$50.00 per bartender per hour fee will be charged.
- A \$300.00 labor fee per cocktail server will be applied to all functions requiring cocktail servers. There is a minimum of one (1) cocktail server for every one hundred and twenty-five guests (125). The labor fee is based on a four (4) hour event and if the event runs longer, an additional \$50.00 per cocktail server per hour will be charged.
- A \$300.00 labor fee per chef will be applied to all food stations requiring a chef on the floor. The number of stations and chefs required will be determined by your CSM and varies based on the number of guests, room the function is held in and other factors. The labor fee is based on a four (4) hour event and if event runs longer, an additional \$50.00 per chef per hour fee will be charged.
- A security officer will be applied to all functions requiring a security officer on the floor. The number of security officers required will be determined by your CSM and varies based on the number of guests, room the function is held in and other factors. The labor fee is based on a four (4) hour event and if event runs longer, an additional fee per security officer per hour fee will apply.
  - One (1) officer for every one hundred and twenty-five (125) guests is required at KAOS and Resort Pool. Please speak with your CSM on specific requirements for other venues on property.
- Hotel A/V Technician: If a Hotel A/V technician is requested or if Hotel deems an A/V technician is required for any Event, a one hundred dollar (\$100.00) A/V technician labor fee will apply per technician per hour.



## MEETING SPACE & FACILITIES

### LABOR FEES (Cont.)

- Events in Moon, The View, Nove, Ghostbar, Kaos and Resort Pool require technicians without exceptions to facilitate the use of all existing audio-visual equipment. This Hotel A/V Technician fee is in addition to any contracted Encore technicians staffed and charged by Encore Event Technologies.

### RESTROOM ATTENDANTS

A \$160.00 Restroom attendant(s) fee will be applied to our unique venues. The number of restroom attendants will be determined by the venue and needs. Restroom attendants may vary.

- KAOS: Four (4) restroom attendants will be needed to maintain the bathrooms.
- Mr. Coco's: One (1) restroom attendant will be needed to maintain the bathroom.
- Moon/View/Nove: Two (2) restroom attendants will be needed to maintain the bathroom.
- Specialty Suites: Please reach out to your Service Manager.

### RETAIL SALES

Advance approval from the Hotel is required if Group or any of its exhibitors' desire to sell merchandise or property on the Hotel premises. The Nevada Administrative Code (NAC) 372.180 states that Group allowing any retail sales has the responsibility to collect and remit all state sales taxes. If Group is tax-exempt, the State of Nevada requires a copy of the following on file with the Hotel:

- State of Nevada Sales Tax Permit: [www.nv.gov](http://www.nv.gov).
- Nevada tax-exempt sales tax permit providing the evidence of non-taxability
- U.S. Government Tax-exempt sales tax permit

### CARPET PROTECTION

Approved visqueen must be installed prior to using any lifts or placing crates over existing carpet or specialty flooring. The use of forklifts by an approved GSC or Encore must be communicated to your CSM. Charges will apply for any damage caused to existing carpet or specialty flooring.

### SMOKING

There is no smoking allowed on any of the meeting space floors. Guests looking to smoke must go to the casino floor.

### NOISE

The Hotel retains the right to regulate the volume of any sound to the extent that such sound interferes with other guests within the facility or Hotel.

Events utilizing the Resort Pool, are subject to the following end times:

- Live band music must end no later than 10 PM.
- DJ music must end no later than 10 pm Sunday - Thursday or Midnight on Fridays & Saturdays.

## MEETING SPACE & FACILITIES

### NOISE (Cont.)

- Ambient music or sound of any kind must end no later than Midnight Sunday - Thursday or 1 am Fridays & Saturdays
- Hotel may adjust these times as needed based on other functions or needs by the Hotel or its guests

### ENTERTAINMENT

Group must receive the Hotel's written approval prior to contracting any entertainment. Examples are, but not limited to, singers, bands, magicians, comedians, strolling entertainers, dancers, etc. In contracting entertainment, Group agrees that such entertainment will comply with Hotel's normal policies regarding risqué or questionable material (e.g., restrictions on a performer's use of obscenity or foul language [i.e., unreasonable profanity, hate speech, etc.] or promotion of illegal activities in public areas). Furthermore, entertainment must agree that no disparaging remarks will be made, verbal, written, or otherwise, towards gaming, Hotel, its officers, representatives, affiliates, or partners. Please note that your event may be subject to Nevada's Live Entertainment Tax (LET).

### SECURITY

- A \$250.00 labor fee per security officer will be applied to all functions requiring a security officer on the floor. The number of security officers required will be determined by your CSM and varies based on the number of guests, room the function is held in and other factors. The labor fee is based on a four (4) hour event and if event runs longer, an additional \$50.00 per security officer per hour fee will be charged. Any event requiring six (6) more security officers will require a security supervisor at \$60.00 per hour flat rate.

### HOSPITALITY SUITES

- Groups MUST communicate all hospitality suite events to their CSM at least thirty (30) days in advance. If notice is not provided, Hotel may at its discretion, require the event to end.
- Easels and signage are not permitted in any guestroom hallways.

Early check-in is based on availability and cannot be guaranteed. If Group is looking to start their hospitality suite prior to the check-in time of 3 PM, then they must reserve the hospitality suite for the night before.

- Group may contact a PBX supervisor to give permission to provide room numbers to inquiring guests.
- Elevator Access:  
Hosting Group will need to work with their CSM to arrange for security to assist with guest access to their suite. Two (2) security officers are needed per tower the labor fee is based on a four (4) hour minimum, should a security officer be needed beyond the minimum four (4) hours then an additional fee per security officer per hour fee will apply.



## MEETING SPACE & FACILITIES

### HOSPITALITY SUITES (Cont.)

- Guest lists for suites must be submitted to your CSM at least seven (7) days in advance. For security purposes, each guest will be required to present a valid ID that matches the name on the guest list.
- Inquiries on furniture removal need to be discussed with your CSM. This may require an extension of your room reservation and additional labor fees. Only certain items in our suites are able to be relocated.
- Food and Beverage orders may be placed with your CSM. No outside Food and Beverage is permitted.
- Late check-out is based on availability and cannot be guaranteed. If you are looking to end your hospitality suite after the check-out time of 11 AM, then you must reserve the hospitality suite for the day of as well.
- Maximum capacity at one (1) time will be determined by your CSM and based on the square footage and configuration of the suite.
- Affixing of any materials to walls, floors, ceiling fans or any other area of the suite is prohibited. Damage charges will be assessed if needed.
- Group must ensure that any music or noise cannot be heard outside of the suite.
- Due to safety regulations, Hotel is not able to provide additional power to the suites.
- Hospitality suite events must end by 11 PM.

### PENTHOUSE SUITES

#### POLICIES & PROCEDURES (FANTASY TOWER SUITES/VILLAS)

- The Group is responsible for all fees associated with production (lights, sound, video, etc., and security fee) that are not already built into the venue fee.
- The Hotel will not be liable for damage to, or loss of any merchandise displayed or left anywhere.
- The Group agrees to be responsible for any damage done to the premises.
- No food or beverage will be permitted from outside caterers or individuals.
- All entertainment is subject to approval by the Hotel.

Hotel reserves the right to conduct a security check on its patrons for purposes of public safety and effective crowd management. Although patrons possess the right of privacy of person as well as freedom from unreasonable searches, that right must be balanced by Hotel's responsibility to protect the health, safety, and welfare of its patrons and personnel. Thus, Hotel may perform security checks by metal detecting hand wands on patrons entering facility, including inspections on small bags and pocketbooks allowed in the facility.

- Any individual seeking entry into the facility and who is unwilling to agree to a security check and or inspection shall accordingly be denied entry.
- Hotel understands and agrees that all guests will be ID'd at the entrance of the suite. Guests under the age of twenty-one (21) will be wrist banded with different color wristbands from guests that are over twenty-one (21) when the function room will include a bar.

## MEETING SPACE & FACILITIES

### PENTHOUSE SUITES (Cont.)

- Prices quoted for our standard banquet menus are firm for six (6) months only. Beyond six (6) months, prices are subject to change without notice. Price is agreed to on the signed Banquet Event Order (BEO) are binding.
- Group shall be responsible and shall reimburse the Hotel for any damage done to the Hotel during their Event, including costs for excessive cleanup made necessary by Group, Group's guests, attendees, florist, decorators, or other outside agencies as retained by the Group.
- The Hotel will not permit the affixing of anything by use of nails, staples, tape, or any other substance — unless approved in advance by the Catering Office or other Department designated by the Hotel — to the walls, floors, or ceilings of function rooms.
- Under no circumstances may the Group remove food from the premises.
- The Hotel reserves the right to refuse the sale of alcoholic beverages to anyone at any time.
- The Hotel will require Hotel security officer(s) for your Event with a four (4) hour minimum, should a security officer(s) be needed beyond the minimum four (4) hours then an additional fee per security officer per hour fee will apply. With housekeeping attendant(s) to all-suite Events greater than twenty-five (25) guests at the rate of two hundred and fifty dollars (\$250.00) for the initial four (4) hour minimum and each additional hour at fifty dollars (\$50.00) per hour. Additional housekeeping attendants may be required for larger Events.
- The Hotel does not assume any responsibility for the damage or loss of any merchandise or articles left in the Hotel before or after the Group's function unless prior arrangements have been made for proper storage.
- The Group agrees that by signing the Banquet Event Order (BEO) for food beverage services, the Group acknowledges that there is no dispute over such services, and the Group is solely responsible for payment of the total amount due.
- The Hotel is not responsible for any loss, damage, or injury that may occur to the Group, the Group's guests, or attendees of the function, or to their property from any cause whatsoever, prior to, during, or following the actual function times.
- The Hotel reserves the right to remove any person from the Hotel's property if their conduct is deemed unacceptable. Any removal of or rearrangement of suite furniture will not be permitted without the prior written approval and may not be performed by any personnel outside the Hotel housekeeping and/or banquet/Butler operations.

### OUTDOOR EVENTS

Hotel reserves the right to move any outdoor function to the available indoor backup space if any of the following conditions exist: Wind gusts in excess of twenty (20) mph, temperatures below sixty (60), and/or thirty (30) percent change or higher chance of precipitation in the area.





## MEETING SPACE & FACILITIES

### PEARLCONCERT THEATER STAFFING REQUIREMENTS

#### House Equipment:

- Concert Theater Sound System - Included in Rental Fee (labor not included)
- Video Projection System — Included in Rental Fee (labor not included)
- Theatrical Lighting System — Included in Rental Fee (labor not included)

#### Pearl Mandatory Staffing levels:

- Labor is NOT included in room rental
- Cleaning is NOT included in room rental
- Ushers are NOT included in room rental
- Security is NOT included in room rental
- On-site medical crew (mandatory for all shows over five hundred (500) attendees) is NOT included in room rental
- Any equipment not in the Pearl Tech pack is NOT included in room rent

Venue Fee	Estimated Cost
Box Office	\$4,000
Cleaning	\$2,500
Medical	\$395
Security	\$2,000
Ushers/Ticket Takers	\$2,000



# MEETING SPACE & FACILITIES

## PEARLCONCERT THEATER STAFFING REQUIREMENTS (Cont.)

### Pearl Labor Minimum cost:

Six (6) crew @ \$85 per hour, per tech / Riggers are \$95 per hour/Spot ops are considered Riggers: No Outside labor is allowed in the Theater without approval.

Estimated Cost	Rate
Stage Manager/Crew Chief	\$85/hr
Audio Systems Tech	\$85/hr
House Electrician	\$85/hr
Lead Stage Technician	\$85/hr
House Stage Technician	\$85/hr
House Video Switcher/Projectionist	\$85/hr
Video Wall Programmer 1 (if wall is used)	\$85/hr
Video Wall Programmer 2 (if wall is used)	\$85/hr

### Four-hour minimum:

Overtime is charged after 10 hours Overtime is charged after ten (10) overtime (meal penalty) is charged if the crew does not have a meal break after five (5) hours. OT will be charged after after five (5) until they get their break. Overtime is charged if the crew does not have an eight (8) hour turnaround until the next day's crew call. Overtime is charged for any load-in commencing between 11 pm and 6 am. Overtime will be charged for hours worked after forty (40) hours total per calendar week. Our week begins/ends on Monday morning at 2 am. Overtime is charged for holidays.

### Clark County Fire Marshall Permit:

Scaled drawings must be submitted to Concert Venue thirty (30) days prior to the event for approval by Concert Venue and Clark County Fire Marshall @ \$300.00 per submission.

### Hazing Watch/Pyrotechnics Watch:

Designated fire watch personnel (when necessary) @ \$250.00 per hour.







# FOOD & BEVERAGE

## MENUS & PRICING

- Banquet menus are updated seasonally and are subject to change with or without notice.
- Hotel may need to substitute ingredients and accompaniments based on availability and Group agrees to accept substitutions. When possible, Group's CSM will communicate these substitutions ahead of time.
- Food and beverage pricing is subject to change and will only be guaranteed three (3) months in advance of event date.
- Food and beverage pricing are subject to Nevada State Sales Tax, currently 8.375%, and a 23% service fee.
- The 23% service fee will be charged on the retail price of all food and beverage items including on contractually negotiated pricing.
- Our current price averages are as follows and subject to change with or without notice:
  - Continental Breakfast \$38.00 - \$50.00
  - Breakfast \$50.00 - \$55.00
  - Breaks \$18.00 - \$30.00
  - Lunch \$60.00 - \$68.00
  - Dinner Reception \$78.00 - \$115.00
  - Plated Dinner \$100.00 - \$155.00

## CUSTOM MENUS

Hotel's Culinary Team is always available to customize Group menus as requested. Custom menu requests should be communicated to Hotel at least sixty (60) days in advance to ensure availability of custom items requested.

## SPECIAL MEALS & DIETARY REQUESTS

All special meals and dietary requests must be communicated in accordance with the schedule listed in "Guarantee Policies" noted below and will be charged at current market pricing. Current market pricing will be communicated in advance by your CSM.

- Hotel takes priority in accommodating all special meals and dietary requests and Group may not bring an outside vendor to do so without approval from the Hotel.
- Hotel may use outside vendors to accommodate certain special meals and dietary requests. If so, Group will be charged any applicable delivery fees.

## OUTSIDE FOOD AND BEVERAGE

No outside food or beverage is allowed in the conference center. Please contact your CSM with any questions in regard to outside food and beverage.



# FOOD & BEVERAGE

## GUARANTEE POLICIES

The Hotel requires the expected number of guests for each function to be provided by the Group at least fourteen (14) Business Days prior to the Group's arrival date. Once the expected number of guests is provided by the Group, the Group may not reduce that number by more than ten (10) percent without incurring an addition fee of fifteen (15) percent of the retail value of the Group's food and beverage menu for each function. Business Days are from 9 am until 5 pm Monday through Friday.

- Any functions under 500 guests, guarantees are due three (3) business days before event date.
- Any functions five hundred-plus (500) guests, guarantees are due five (5) business days.
- Any new menu ordered within seventy-two hours of the function will be considered a "pop up" and an additional fee may be incurred.
- Once the Guest Guarantees are received by the Hotel, they may not be reduced
- If no guest guarantees are received, Hotel will consider the Expected Number as the guarantee.
- Hotel will charge based on the Guest Guarantees provided or the actual guest attendance, whichever is greater.
- A twenty (20) percent price increase if received less than twenty-four hours prior to the event date. The price increase will not apply to beverages ordered on consumption.
- Hotel will set three (3) percent above, up to a maximum of fifty (50) guests of your guaranteed number.
- If the Guest Guarantee decreases by more than fifteen (15) percent, the Hotel reserves the right to relocate the group to a smaller room or charge an additional room rental fee.
- Increases of over three (3) percent received within seventy-two (72) hours shall be subject to:
  - A ten (10) percent price increase if received twenty-four (24) to forty-eight (48) hours prior to the event date. The price increase will not apply to beverages ordered on consumption.
  - Pop-Up Fees may apply for any new Food and Beverage orders placed within seventy-two (72) business hours of the event date. The hotel will, to the best of its ability, accommodate all guest increases. However, there may be some cases where Hotel may not be able to accommodate increases.

## SERVICE FEE

Hotel will charge a twenty-three (23) percent service fee on all food and beverage items. Group will be responsible for paying the service fee based on the retail pricing of all food and beverage including on contractually negotiated or discounted pricing. The banquet service fee is subject to change with or without notification.

# FOOD & BEVERAGE

## SERVICE RATIOS

- Plated Breakfast: One (1) server for every twenty (20) guests
- Buffet Breakfast: One (1) server for every thirty (30) guests
- Continental Breakfast: One (1) server for every seventy-five (75) guests
- Coffee Break: One (server) for every one hundred (100) guests
- Plated Lunch: One (1) server for every twenty (20) guests
- Buffet Lunch: One (1) server for every thirty (30) guests
- Plated Dinner: One (1) server for every twenty (20) guests
- Buffet Dinner: One (1) server for every twenty (20) guests
- Tray-Passed Only Reception Dinner: One (1) server for every fifty (50) guests

Note: Staffing ratios provided above are subject to change based on Group's needs and/or menu selection

## ALCOHOLIC BEVERAGE SERVICE

Per Nevada State Law, the Hotel does not allow alcoholic beverages of any kind to be brought into the Hotel by any patron. Please contact your CSM if you have any specific questions about donated product or manufacturing alcoholic beverages. The legal age in Nevada is twenty-one (21). Proper identification is required when attending a function with alcohol in order to be served. The Hotel's bartenders must serve all alcoholic beverages within the Hotel's facilities, no exceptions will be made.

## PRODUCT SAMPLES

If the Group or any of its attendees or exhibitors would like to provide food and/or beverage for the purpose of demonstrations, samples or sponsorships, the following applies:

- Food samples are limited to two (2) ounces
- Beverage samples are limited to one (1) ounce
- All beverage samples must be sent through a Nevada Beverage Distributor to Hotel's loading dock with a zero balance invoice. Please arrange delivery and storage with your CSM, as additional fees may apply.
- Hotel will require additional Product Liability insurance
- Hotel will charge additional fees if EQUIPMENT OR SUPPLIES ARE NEEDED FOR THE PURPOSE OF SERVING SAMPLES, storage or cleaning fees are associated with product samples
- Alcoholic Beverages: Per Nevada Beverage Law, only Hotel employed Bartenders can serve alcoholic beverages, even in sample sizes. Bartender fees will apply based on number of bars and hours in use. Speak to your CSM for pricing.
- Samples are limited to products manufactured by the Group



# EMERGENCY & SECURITY

## EMERGENCY ANNOUNCEMENT PROTOCOL AND SAFETY EVACUATION PLAN

- In the event of an alarm, activation visual and audible alarms will go off.
- In the event the alarm poses no danger, a message of "All Clear" will be communicated. An announcement will be made stating that the alarm is being investigated and that further instructions may be communicated.
- Should an evacuation be necessary, Hotel will communicate using its Life Safety System.
- Please contact your CSM for details on the Safety Evacuation plan for your group.

## INCIDENT REPORT

Hotel requires that all incidents be reported immediately to a member of the Hotel's security team. Please contact your CSM and our security Team at 702-942-7777 or extension 4389 from a hotel house phone.

## SECURITY OFFICERS

Only security officers employed by the Hotel may provide security services. Any exceptions to this rule must be made in advance and have direct written approval from the Hotel's Vice President of Security. Groups requesting security officers for their meeting or events, must do so at least thirty (30) days prior to the Group's arrival date.

Hotel may require, at the sole expense of the Group, that the Hotel security be present at, prior to or after any event, including load-in and load-out. Security officers will be charged at a fee of \$250.00 per officer for up to four (4) hours (A four (4) hour minimum is required). Additional hours are charged at \$50.00 per officer per hour. Breakers will be utilized when any shift exceeds six (6) hours. The CSM will notify the group in advance of any security personnel requirements and applicable costs. Events requiring six (6) or more security officers will require two (2) security supervisors at \$60 per hour flat rate.

Security officers are required in the following:

- Anytime freight doors are open, and a Hotel security officer is not already scheduled
- Anytime Group contracts and/or blocks off a specific area of a parking lot
- Anytime more than fifty (50) percent of the group's attendees are not staying at the Hotel and require enhanced traffic conference center
- All events at the Moon, View, NOVE, Ghostbar, Kaos and Resort Pool

## MEETING ROOM SECURITY

Group understands that meeting rooms which are enclosed by airwalls cannot be secured. Hotel is not responsible for theft or damage to any items left in the meeting rooms. Hotel recommends that Group hire Hotel security when they plan on leaving valuable equipment overnight. If group wants to bring in their own security, they must receive approval from their CSM prior to contracting.

## FIRE EXTINGUISHERS & FIRE HOSE CABINETS

All fire extinguishers and fire hose cabinets must always remain clear and must not be moved.

# EMERGENCY & SECURITY

## EMT SERVICES

Hotel may require that the Group contract, at their own expense, EMT services for their meeting or event. EMT company must be registered in the State of Nevada. Please contact your CSM for an additional information on EMT services and pricing. EMT services are required for the following:

- Events held in parking lots or outdoor lots
- Events or meetings of one thousand (1,000) or more guests

## HOTEL EMPLOYEE ACCESS

Group may not refuse entry to its contracted space to any hotel employee who presents a valid team member ID and has a valid business reason such as food and beverage, housekeeping, maintenance, or security.

## LOST & FOUND

Hotel is not responsible for losses by Group or any of its guests or attendees due to theft or disappearance of equipment or personal belongings. Attendees and guests must immediately turn any item found to a member of Hotel's security team.

## SECURITY CONTACTS

### LAS VEGAS METROPOLITAN POLICE DEPARTMENT (METRO)

For certain events, Hotel may require, at the sole expense of the Group, that Metro officers be present at, prior to or after any event, including load-in and load-out. Metro officers will be billed at current retail pricing. The CSM will notify the group in advance of any Metro personnel requirements and appropriate costs.



# FIRE MARSHAL REGULATIONS

Hotel, to the best of its knowledge, provides the regulations below, however, the Clark County Fire Department (CCFD) may adjust codes with or without notice. A complete and current list of regulations can be found at: [https://www.clarkcountynv.gov/government/departments/building\\_\\_\\_fire\\_prevention/index.php](https://www.clarkcountynv.gov/government/departments/building___fire_prevention/index.php)

## GENERAL

- All approved floor plans and permits must always be kept on site during the entire duration of the program.
- Open flame devices not pre-approved by the CCFD are not permitted.
- Exit signs, exit doors, fire alarm, fire hose cabinets and fire extinguishers cannot be concealed or obstructed at any time.
- The Nevada Clean Indoor Act prohibits the smoking of cigarettes, e-cigarettes or any vaping of any kind except for on the main casino floor.

## FIRE MARSHALL PERMITS

If the anticipated number of guests for any event is more than ninety-nine (99), per Clark County fire code, a diagram must be submitted to the Fire Marshal for approval. If approved, the diagram must remain on premises for and during each event. It is the sole responsibility of the Group to contact and submit approval for all floor plans unless the Group has contracted Encore to do so. Additional guidelines:

- All floor plans must be submitted in writing a minimum of ninety (90) days prior to the Group's arrival date
- All approved floor plans must be forwarded to your Catering & Conference Services Manager a minimum of forty-five (45) days prior to the Group's arrival date. Hotel requires five (5) copies of each approved floor plan.
- Any function with attendance of two hundred and ninety-nine (299) or greater that is not approved by the Fire Marshal will not be allowed to proceed
- Floor plans must be submitted on 11" x 17" paper or larger

## FLAME RETARDANT

All drapes, signs, banners, and any decorative materials shall be made flame retardant to the satisfaction of the Fire Department. Any material that cannot be made flame retardant is strictly prohibited. Group must present all manufacture issued fire resistance certificates. Groups are prohibited from hanging anything from the Hotel's sprinkler heads.

# FIRE MARSHAL REGULATIONS

## FUEL-POWERED, ALTERNATIVE FUEL AND ELECTRIC VEHICLES

Displaying fuel-powered vehicles of any kind including cars, trucks, bikes, etc. requires the following:

- Plastic sheeting must be laid down underneath.
- Gas tank must be no more than one-fourth (1/4) full or five (5) gallons, whichever is less.
- Gas tank cap must be sealed to prevent fumes from escaping
- Batteries must be disconnected, and battery cables must be taped
- Ignition keys must be removed
- Propane tanks must be removed
- Each vehicle must have its own fire extinguisher
- At least forty-two (42) inches of clear space must surround the vehicle at all times

Permitting is required for any type of vehicle. Please visit [www.clarkcountynv.gov](http://www.clarkcountynv.gov) for more information

## FIRE STROBES

Hotel is equipped with fire strobes which are in all public spaces. Due to fire code, these strobes can never be covered with the utilization of fire strobe extensions. Requests to cover fire strobes must be submitted to your CSM at least ninety (90) days in advance and unfortunately no last-minute requests can be accommodated. Fire Strobe Extensions will incur additional costs which will be charged to the Group. CSM will provide those costs in advance.

## PYROTECHNICS, FLAME EFFECTS & HAZERS

Hotel requires that the Fire and Safety System be disabled any time pyrotechnics, flame effects or hazers are in use, including when these items are being tested.

- Pyrotechnics – Hotel requires Security be on Fire Watch when these are in use or being tested. There will be a fee of \$65.00 per hour security guard charged back to the Group. In addition, the company providing the pyrotechnics must submit a Certificate of Insurance indemnifying Clark County and Palms Casino Resort, its parent companies, and affiliates. The Fire Marshall must be called in for a full test prior to the event.
- Flame Effects – Hotel requires Security be on Fire Watch when these are in use or being tested. There will be a fee of \$65.00 per hour per team member charged back to the Group. In addition, the company providing the flame effect must submit a Certificate of Insurance indemnifying Clark County and Palms Casino Resort, its parent companies, and affiliates. The Fire Marshall must be called in for a full test prior to the event.
- Hazers – Hotel requires Security be on Fire Watch when water-based hazers are used. All other Hazers are not permitted in Conference space (chemical, oil, etc.). There will be a fee of \$65.00 per hour per security officer charged back to the Group.



# FIRE MARSHAL REGULATIONS

## ADDITIONAL TRADESHOW & EXHIBIT FIRE GUIDELINES

- Storage of any kind behind back drapes, display walls or inside the display areas is not allowed.
- All packing containers, wrapping materials & display materials must be removed from behind booths & placed in storage.
- Exhibitors must keep all displays, furniture, signs or any other materials within their approved booth space.
- The painting of signs, booths or any other materials anywhere on the Hotel (indoors or outdoors) is not permitted.
- All wires must be taped down with gaffer's tape.
- All materials used to construct booths or to decorate must be made flame retardant or non-combustible. Certificates of flame-retardant treatment must be submitted to the CCFD along with samples of materials. Certificates must always be kept on property during the entire duration of the program.
- All aisles and exits listed in approved floor plans must be kept clear.

## EXHIBITOR CLAUSE

The Group is responsible for submitting to the Hotel forty-five (45) days prior to Group arrival, a summary of its requirements for the exhibit area, which shall include the number of exhibits, the floor load and square footage requirements for each booth, and total square footage for the exhibit hall. The Group agrees to contract with an exhibit (drayage) company to handle all of the Group's exhibitor's needs, including, but not limited to, pipe and drape, tables in the exhibit hall, handling, shipping, delivering, and receiving of all of the exhibitor's freight and show floor electrical requirements. An operator is required during the use of the freight elevator; an operator supervisor provided by the in-house audiovisual company (ENCORE) is mandatory for load-in and load-out.

- **Exhibit rental includes:**
  - Set-up and dismantle days
  - General lighting
  - Standard heating and/or air conditioning
- **Exhibit rental does not include:**
  - Drayage
  - Decoration
  - Labor
  - Guard/Security service
  - Cleaning or janitorial services
  - Electrical
  - Gas
  - Water

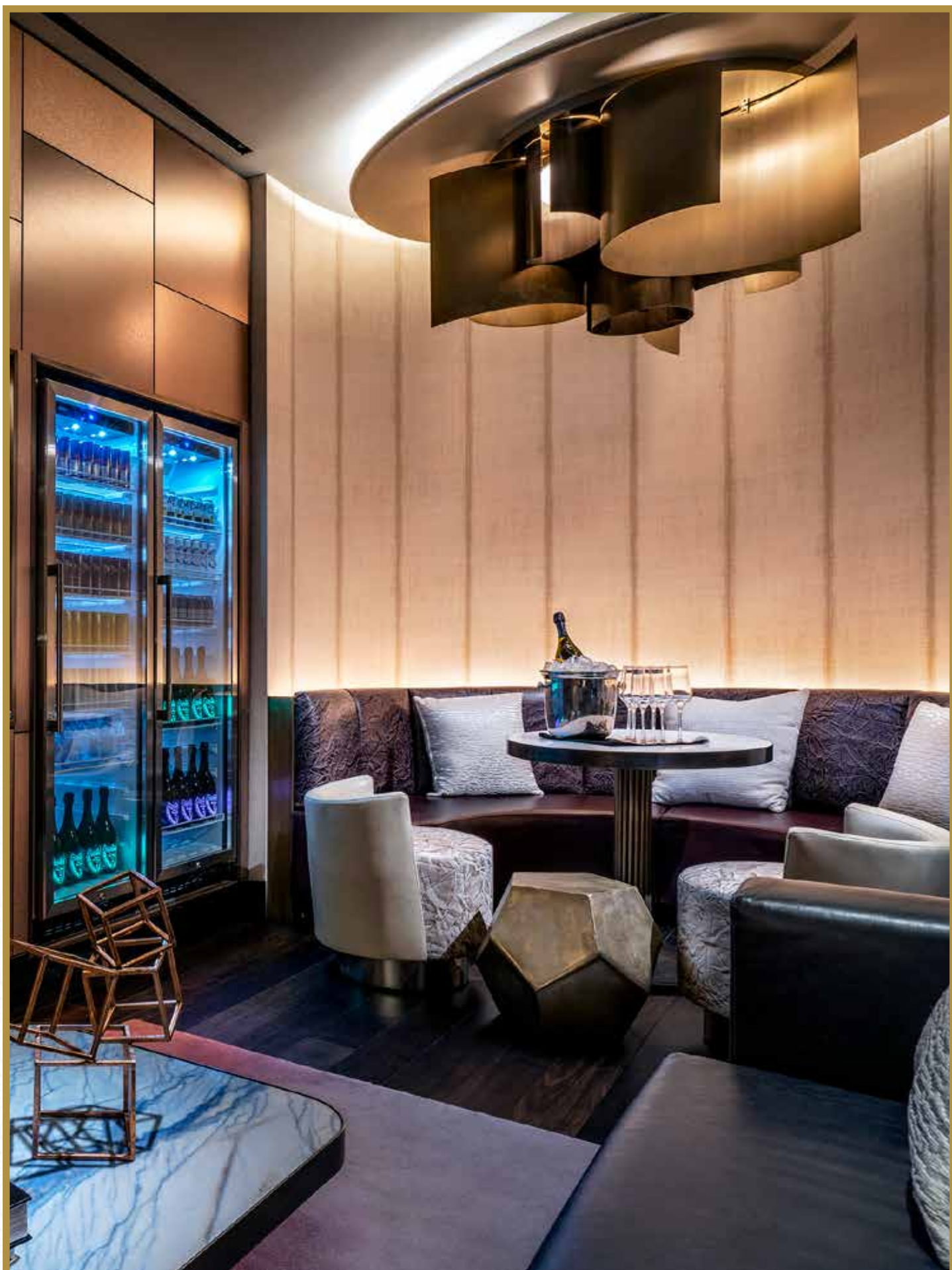
# FIRE MARSHAL REGULATIONS

## Liability

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

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





# HOTEL SERVICES

## RESORT FEE & CLARK COUNTY ROOM TAX

A **\$39.00** daily Resort Fee plus the applicable Clark County Room Tax Thirteen and Thirty-Eight Percent (13.38%), subject to change

Hotel room reservation inclusive of:

- Inclusive of in-room high-speed internet service (faster rates available for an additional fee)
- Local and toll-free calls
- Access to Palms Cardio Center & Palms Place Fitness Center (18 years of age and older)
- Self and valet parking

## CHARITABLE ORGANIZATIONS

- For the Hotel to waive Nevada's State Sales Tax, Group must be incorporated as a 501c3 Organization and present a current and valid State of Nevada Tax Exemption Letter. In addition, for the Hotel to waive hotel occupancy tax, Group must be incorporated as a 501c3 and present a current and valid Internal Revenue Service/ Department of Treasury Tax Exemption Letter ([www.irs.gov/charities](http://www.irs.gov/charities)).
- Due to Nevada Revised Statutes under the oversight of the Nevada Gaming Control Board, there are strict policies determining how these types of events are defined and must be conducted. Prior to developing events, please ensure you advise your CSM as Hotel may need to get approvals from our compliance team before proceeding. Some types of charitable events that would require approvals would be silent auctions, raffles, bingo, and gaming tournaments

## BAGGAGE HANDLING

Individual Arrival & Departure:

- Arrival: Individual guests will be greeted by Hotel's bell person and given a claim check for their luggage.
- The guests can call from their room for delivery of luggage when ready to receive.
- Group understands that hotel's bell desk has limited storage and after twenty-five (25) luggage pieces, a separate storage room may be required and additional labor fees will apply.
- Departure: Guests who wish to store their luggage after checkout can do so at the Bell Desk.
- Departure Supplemental Luggage Holding Area: A supplemental luggage holding area can be facilitated by the Bell Desk team for \$10.00 per roundtrip. Group must cover this fee for all their attendees; charged for actual use, with a minimum of thirty (30) percent of in-house room block required.
- Example: One thousand (1,000) rooms on peak on departure day, so a minimum of three hundred (300) x \$10.00 would be charged to the master account, or the actual number of guests using this service, whichever is greater.



# HOTEL SERVICES

## PORTERAGE/GROUP TRANSPORTATION

All Group arrivals and departures must be communicated to the Group CSM no later than thirty (30) days prior to the first (1st) arrival in order to reserve locations. Porterage charges will apply for the Group chartered transportation (excluding sedans, black cars, or limousines). A mandatory porterage fee for arrivals and departures to/from the Hotel will be applied to the Group's Master Account. Hotel porterage will be billed based on the first main peak arrival night at \$10.00 per roundtrip. Room Drops will be \$5.00 per item and \$2.00 each additional item, regardless of placement. Please note that the porterage charge is subject to change without notice. No chartered vehicles are permitted on the Hotel without prior approval of Hotel Operations.

An arrival and departure manifest is due to Group's CSM at least fourteen (14) days prior to first (1st) arrival. Upon departure, Group can instruct the Hotel to remove all luggage from the rooms or have each guest bring their own luggage to a designated location. A printed or digital departure and instruction notice will be delivered to each room the night before departure.

Group must provide the following for the vendor they are using:

- Name of company and key contact
- Number of motorcoaches
- Schedule to include dates, times and routes

There is a \$20.00 charge per bell cart utilized for non-luggage items, and for a large group check-in. Should the Group arrive/depart by motorcoach, the above guest room baggage handling service charges will automatically be posted to the Master Account or individual guest folios.

## CHECK-IN / CHECK-OUT

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

## EARLY CHECK-IN

Guests may opt to have a guaranteed early check-in arranged in advance for \$50.00 plus applicable tax, applied to their reservation. Upon arrival, the following schedule/fees will apply for early check-in:

- Between 10 am and Noon based on availability. \$50.00 plus tax early check-in fee.
- Between Noon and 3 pm based on availability. No fee.

## HOTEL SERVICES

### LATE CHECK-OUT/EARLY DEPARTURE

Guests may request a late check-out time, which will be subject to availability. A late check-out charge will be applied to their reservation, and rates vary based on Resort occupancy. A guaranteed late check out of \$50.00 up to 3 pm can be prearranged based on applicable room types. If a guest requests to depart between 3 pm - 6 pm a fee of half (1/2) of the prevailing rate will be applied. Any time after 6 pm, the guest will be charged the full day's rate. Should a guest wish to depart earlier than their original reservation departure date, a charge of one (1) night room and tax for the first returned night will apply.

### SMOKING POLICY

A \$500.00 fee will be assessed for smoking and/or excessive cleaning in the guest room/suite. Please note that e-cigs, vapors, hookahs, marijuana, etc. fall under our non-smoking policy. We have designated smoking areas throughout the casino, bars, and other areas where you may smoke (but the use of marijuana is prohibited in both smoking and non-smoking areas). Contact a resort employee for location information regarding designated smoking areas.

The Nevada Clean Indoor Act prohibits the smoking of cigarettes, e-cigs, or any vaping of any kind except for on the main casino floor and approved designated smoking areas.

### INDIVIDUAL CREDIT CARD AUTHORIZATION FOR INCIDENTALS

- Palms Casino Resort & Palms Place require authorization from a valid credit card for incidental security deposits.
- The credit cardholder or an authorized signer must be present upon hotel registration and at least 21+ years of age.
- Casino Hosts can solely authorize cash deposits for casino-hosted guest reservations.
- Casino guests that do not have a Casino Host may have a cash deposit authorized by a Hotel Manager with charging privileges disabled.
- Incidental credit card and cash deposit amounts by accommodation are listed below:

ROOM TYPE	CREDIT CARD AMOUNT	CASH AMOUNT
<ul style="list-style-type: none"><li>• Standard Rooms</li><li>• Executive Suites</li><li>• Salon Suites</li><li>• Grand Suites</li></ul>	\$100.00 per night	\$100.00 - \$300.00 max (charging privileges disabled)
<ul style="list-style-type: none"><li>• Penthouses</li><li>• Themed Suites</li></ul>	\$300.00 per night	N/A
<ul style="list-style-type: none"><li>• Sky Villas</li><li>• Kingpin Suite</li><li>• Hardwood Suite</li><li>• Empathy Suite</li></ul>	\$500.00 per night	N/A



# HOTEL SERVICES

## MINORS

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

## BALCONIES

For the safety and security of our guests, no access to balconies is available in our Towers.

## LOST OR STOLEN PROPERTY

The Hotel shall have the sole right to collect and retain custody of articles left in the function space by the Group or persons attending the Group's events. The Hotel shall not be responsible for losses by the Group, its agents, directors, shareholders, employees, members, attendees, contractors, volunteers, performers, or any other party due to theft, damage to, or disappearance of equipment or other personal property, it being specifically acknowledged that such equipment and property is not under the care, custody, or control of the Hotel.

## GROUP RESERVATIONS & ROOMING LISTS

Once Group's agreement has been signed, a Hotel Group Reservation Agent will be assigned to manage the Group's room block in accordance with the rates, assignments, deposits, cut-off dates and concessions stipulated in the agreement. Final rooming lists are due in an approved excel format at least thirty (30) days prior to the first (1st) guest arrival or according to contract terms.

- Group must assign one (1) person on their team who will be the main contact for all room block questions or changes.
- Guests must be over the age of twenty-one (21) in order to check-in at the Hotel.
- Room reservations after the cut-off date will be honored based on availability and prevailing rates.
- A charge of one (1) night's room plus room tax will be charged to the Group's master for all no-shows guaranteed to the master account.
- Group should make attempt to communicate any ADA guest room needs in advance to either the Group Reservations Agent or CSM.2.

## PASSKEY POLICIES

Palms Casino Resort uses Passkey to assist with making reservations for group attendees. Work with your CSM to obtain your Group's specific link and log in instructions.

# HOTEL SERVICES

## KEYS

For guestrooms, keycards are issued at the Front Desk upon check-in. Specialty keycards with Group's company logo can be purchased from Hotels exclusive provider and distributed to your guests. Please do not order keycards on your own, Hotel's preferred vendor is exclusive, and all artwork must be approved by the Hotel. A minimum of eight (8) weeks lead time is required as well as a minimum order of two hundred (200) keys. For more information and pricing, please contact your CSM.

## PARKING

Please contact your CSM for additional information in regard to Parking at Palms Casino Resort.

## GROUP VOICEMAIL

Please contact your CSM for additional information on our Group Voicemail and pricing.

## OTHER SERVICE CHARGES/GUEST ROOM DELIVERIES

Should the Group wish these optional charges to be handled by the Master Account or build to the individual guest folios, the Group will need to advise the Catering Service Manager and inform its attendees.

### Room Deliveries:

- \$5.00 per delivery, per room with bellman entering room
- \$3.00 per delivery for under the door
- \$2.00 per additional item delivered to the guest room

## EXOTIC AND DOMESTIC ANIMALS

Pets are not permitted within the Hotel. Guests may be accompanied by a service animal.

- Non-domesticated animals will be considered on a case-by-case basis and the following may apply:
  - A copy of a current and valid USDA Class C exhibitor license for any and all individuals that will be in direct physical control of the animal(s); as a reminder the license must be present at all times during the event/exhibit.
  - The animal(s) must be under the direct physical control of a minimum of two (2) qualified handlers at all times, one of which MUST have a USDA Class C license. Palms Casino Resort requires one handler per animal be present during the event to ensure compliance as previously stated.
  - We must have a list of all animal(s) that will be present and know if all animals will be presented at one time or staggered to ensure the proper number of qualified handlers present
  - We must have the handler's written protocol for first-aid and medical attention in event of an injury caused during the exhibit (the licensed exhibitor or handlers if approved, must maintain appropriate first aid equipment, and supplies during the event). Handler/Client is fully responsible for all clean-up and maintenance of the animal(s).



# HOTEL SERVICES

## EXOTIC AND DOMESTIC ANIMALS (Cont.)

- We must have signed veterinary statement dated within thirty (30) days prior to the event which provides age, weight, health, and species of animal(s) to be exhibited and current health status to include shot records. This would not apply to “insects or bugs” on display but would apply to snakes, or lizards.
- We must have written documentation as to how the animals are caged to include type of container and means of transport from vehicle to convention space.
- Insurance Policies must be presented. Please speak to your Catering and Conference Services Manager for specific limits. Please note the certificate of insurance is required from any contracted party, vendor, and subcontractor, involved with the event.
- Any and all contact with the animals by the guests or attendees of the event is strictly prohibited.

## SPA

The Spa at Palms Casino Resort is the first of its kind, complete with personalized treatments, immersive facilities, and approachable wellness offerings. To book an appointment, please contact our Contact Call Center or book directly on our website. Spa at Palms Casino Resort. Please contact your CSM for additional information.

## FITNESS FACILITY

Stay active in our Fitness Center offering the latest technologies in personalized fitness programming, state-of-the-art equipment and a stretch and recovery zone.

## IN-ROOM SAFES

Each guest room is equipped with at least one (1) in-room suite.

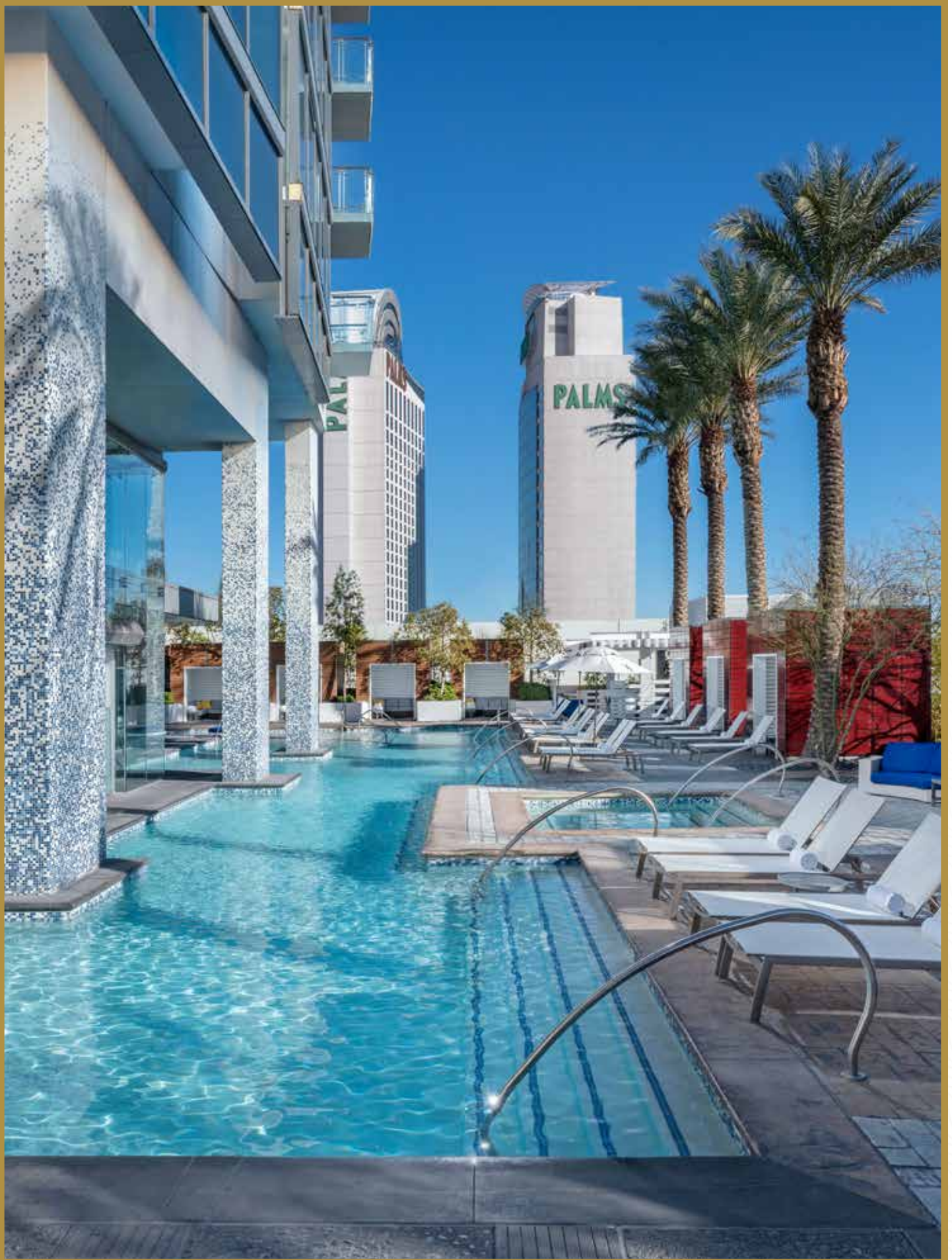
## RIDE SHARE & PUBLIC TRANSPORTATION

All ride shares, taxis, limos, and small chauffeured vehicles can drop-off any of the Hotel's private driveways and port-cocheres. Ride shares, taxis, limos, and small chauffeured vehicles may only pick up in designated Hotel areas. Larger vehicles may not pick-up or drop-off in any of the Hotel's entrances without prior approval.

## CHILDCARE SERVICES

Clark County Children Regulations prohibit Hotel from offering childcare services on premises. Providing childcare services at the Hotel is unlawful and management will disband any childcare activity discovered on the premises. In addition, Group will be responsible for any fines imposed on the Hotel because of the childcare activity.







**PALMS®**