

CONVENTION SERVICES
POLICIES & PROCEDURES

PEPPERMILL
RENO

Table of Contents

Accounting/Credit	3
A.D.A	4
Nevada Clean Indoor Air Act	4
Banquet Policies	5
Meal Guarantees	5
Special Meal Orders	5
Service Charge/State Tax	5
Alcoholic Beverages	5
Food and Beverage Product Demonstrations	5
Food Show Terms & Conditions	6/7
Food Liability Waiver	8
Vendor Information Sheet	9
Food Show Vendor Form	10
Peppermill Security/Emergency /Security Services	11
Emergency Staff/Phone Numbers	11
Groups with Minor Children	11
Outside Security Contractors	11/12/13
Exhibits/Production	14
Air/Heating in Exhibit Halls	14
Aisles/Exits	14
Ceilings/Walls	14
Cleaning of Exhibit Booths	14
Compressed Gas	14
Cooking Demonstrations	14
Health Requirements of Temporary Food/Food Shows	15
Storage of Food/Utensils/Waterwaste/Solid Waste	15/16
Parking Lot Displays	16
Exhibitor Décor	16
Floor Plans	17
First Aid	17
Technical Services	17/18/19
Floor Load Limits	19
Exhibits & Productions	20
Forklifts	20
Moving In & Out of Convention Rooms	20
Selling Items	20
Storage of Exhibit/Production Materials	21
Truck/Trailer Storage	21
Elevators/Docks	21

Fire Marshall Regulations	21
Display/Drapes/Hangings	21
Exits	22
Automobiles and other fuel powered vehicles	22
Flame Effects	22
Indoor/Outdoor Pyrotechnics	23
Special Event Permits	24
Guest Room & Suite Policies	24
Pre Key of Hotel Rooms	24
Distribution of Materials	25
Bell Desk Services	25
Suite Deliveries	25
Meeting Services	25
Pre and Post Meeting space Inspection Form	26
Meeting Room Keys	27
Meeting Requirements	27
Meeting Services Hotline	27
Reader Boards	28
Insurance & Indemnification	28
Liability Insurance	28
Business Center	29
Shipping/Receiving of Material/Boxes	29
Distribution of Printed Materials	30
Signage & Promotional Materials	31
Outside Transportation	31/32
Meeting Planners Check List	33/34

Accounting/Credit

Credit Applications

*A credit representative will contact you within 60 days of arrival to determine payment arrangements. At that time, a credit application will be sent, if applicable. A completed credit application must be submitted prior to any credit being established. Master Accounts less than \$2,000.00 do not qualify for direct bill credit privileges. Acceptable forms of payment are company check, wire transfer, or credit card. **An additional deposit may be requested, in order to establish credit privileges.** Once your Master Account request is approved, "The Peppermill Resort Spa Casino" will require a detailed breakdown of how you wish your charges to be billed, along with a list of authorized signatures.*

Credit Cards

In some cases, a credit card may be used for payment on Master Accounts. Peppermill Resort Spa Casino accepts the following major credit cards:

American Express, Diners Club, Visa, Master Card, Carte Blanc, Discover, JCB.

Master Accounts Billed To a Credit Card

A Credit Card Authorization form must be completed in the event a credit card is used for your Master Account. The authorization form is to be returned to your Catering or Convention Services Manager.

Review Master Account

A review of your Master Account bill can be arranged through our Group Billing department during your stay.

Hotel Credit Group /convention cash paid out policy

For accounts with established credit, a cash paid out can be arranged. The amount requested is based on individual credit ratings and deposits on hand; however, the maximum amount cannot exceed \$5,000.00. Paid outs for more than \$5,000.00 must have a cashier's check posted to your Master Account at least 15 days prior to your group's arrival, in order for a paid out to be obtained. Either method must be communicated to "Peppermill Resort Spa Casino" fifteen (15) days in advance with a detailed description of the denominations that you will require.

All requests for cash paid outs must be done via e-mail and submitted to your Convention Services Manager. The following must be incorporated in the e-mail:

- **Amount of paid out being requested**
- **Date paid out is requested**
- **Who (first and last name) will be signing for the paid out**
(This person must be a confirmed authorized signer on the account)
- **Any specific denominations that are requested**

In general, groups that are on a prepay or credit card status will not be approved for paid outs. Exceptions can be made only after the Convention Services Manager has verified that there are sufficient funds on the master. Regardless of the amount on deposit, groups that have paid with a credit card will not be approved for a paid out. Requests for paid outs greater than \$5,000.00 should be pre-paid; any exceptions will need to be approved by the Controller. Requests for a company to wire transfer monies to Peppermill Resort Spa Casino refer to your Convention Services Manager or Catering Manager.

A.D.A. (Americans with Disabilities Act)

Compliance By The Hotel: *The Hotel shall be responsible for complying with the public accommodations requirements of the Americans with Disabilities Act ("ADA") not otherwise allocated to the Organization in this Agreement, including (1) the "readily achievable" removal of physical barriers to access to the meeting rooms (e.g., speakers' platform and public address systems), sleeping rooms, and common areas (e.g., restaurants, restrooms, and public telephones); (2) the provision of auxiliary aids and services where necessary to ensure that no disabled individual is treated differently by the Hotel than other individuals; and (3) the modification of the Hotel's policies, practices, and procedures applicable to all guests and/or the Organizations as necessary to provide goods and services to disabled individuals (e.g., emergency procedures and policy of holding accessible rooms for hearing- and mobility-impaired persons until all remaining rooms are occupied).*

Compliance by the Organization: *The Organization shall be responsible for complying with the following public accommodations requirements of ADA: (1) the "readily achievable" removal of physical barriers within the meeting rooms utilized by the Organization that the Organization would otherwise create (e.g., set-up of exhibits in an accessible manner) and not controlled or mandated by the Hotel; (2) the provision of auxiliary aids and services where necessary to ensure effective communications of the Organization's program to disabled participants (e.g., Braille or enlarged print handouts, interpreter or simultaneous videotext display); and (3) the modification of the Organization's policies, practices, and procedures applicable to participants as required to enable disabled individuals to participate equally in the program.*

Mutual Cooperation in Identifying Special Needs: *The Organization shall attempt to identify in advance any special needs of disabled registrants, faculty and guests requiring accommodation by the Hotel, and will notify the Hotel of such needs for accommodation as soon as they are identified to the Organization. Whenever possible, the Organization shall copy the Hotel on correspondence with attendees who indicate special needs as covered by ADA. The Hotel shall notify the Organization of requests for accommodation that it may receive otherwise than through the Organization to facilitate identification by the Organization of its own accommodation obligations for needs as required by ADA.*

Wheelchairs

If you would like to have wheelchairs available to your patrons, please contact your Convention Services Manager.

Nevada Clean Indoor Air Act

Nevada Clean Indoor Air Act / No Smoking Law: *The Nevada Clean Indoor Air Act prohibits smoking in indoor public spaces. As a result, smoking is not permitted in the Convention Centers and meeting rooms. Additionally, smoking is not permitted in restaurants, lounges where food is served, hotel lobbies, elevators, guest room hallways, retail stores and other indoor public spaces. The Casino floor and certain lounges where food is not served are exempt.*

Smoking /Non - smoking

As of January 5, 2007 the Nevada state law on smoking has changed. Smoking is permitted on the casino floor only. All other public spaces are designated as non-smoking.

Banquet Policies

Meal Guarantees: Function space was reserved based on your expected attendance at the time you booked your event. Your minimum guarantee will be held to 75% of your contracted expected guests. It is the responsibility of the Patron to provide the final guaranteed number of guests, with applicable split entrée counts, to the hotel by 10am, **three-business days** prior to your event date. If a guarantee number is not provided as indicated, the client will be charged either the expected attendance, or the actual served, whichever is greater. The Peppermill will set and prepare for 5% above the guarantee. A \$3++ per person surcharge will be accessed should your guest attendance exceed the 5% set, or should the final guarantee increase more than the 5% in less than 48 hours prior to your event. Based on product availability, the Peppermill may be required to substitute an alternate meal or item to accommodate increases 48 hours prior to an event. Applicable room rental will be assessed if your guarantee falls below your contracted minimum.

Food & Beverage: Menu prices are guaranteed six months prior to the event. Should any of your guests have dietary concerns, with advance notice, we will be pleased to prepare an alternate suitable meal. Special Meals are defined as those meals requested for service other than the principal menu, either contracted in advance or at the time of service. All special meals must be included in the guarantee number. If the number of special meals exceeds the contracted number, they will be charged for over and above the guarantee or actual number, whichever is greater.

All food and beverage served for an event must be provided and purchased through the Peppermill. Because of health and liability considerations, no food and beverages are allowed to be brought into, or taken from the banquet facility, with the exception of special occasion cakes. A \$3++ per person cake service fee will apply should you supply your own specialty cake.

Service Charge and Taxes: All prices are subject to a current 18% service charge and current 7.725% Nevada State Sales Tax. Service charge and sales tax are subject to change with or without notification. When applicable, organizations must provide a copy of their Nevada Sales Tax Exempt letter to the Catering Manager prior to the start of the event. When applicable, an additional Casino Entertainment Tax determined by the Gaming Control Board will be the responsibility of the contracted patron/group.

Alcoholic Beverages

Alcoholic beverages may only be served to guests 21 years of age or older. Bar revenue must exceed \$500 per bar up to 2 hours, and \$100 per bar for each additional hour, or the Patron will be responsible for the difference. A minimum of 35 guests is required for bar Service is required for bar packages or specialty beverage stations. A bartender is required for the service of mixed drinks. Patrons hosting open bars agree to accept responsibility by providing transportation or lodging at the hotel's discretion. Hotel staff will aid in monitoring alcohol consumption and may refuse alcoholic beverage service to anyone at any time.

Under Age Drinking Policy: Any guest who is under the age of 21 will not be served any alcoholic beverages. If a guest looks to be under the age of 25, Peppermill Resort Spa Casino Team Member has the right to check their identification to confirm they are of age to consume alcohol.

Food and Beverage Product Demonstrations, Samples, or Sponsorship

In the event that any of Your Organization or Your Exhibitors wishes to provide either food and/or non-alcoholic beverages for the purpose of demonstration and/or sponsorship, the following shall prevail in defining the procedure and schedule of associated charges as a condition precedent to the provision of such products:

1. Samples are limited to manufactured, processed, or distributed products only.
2. Items used as traffic promoters must be purchased through "Peppermill Resort Spa Casino."
3. Food samples are limited to one (1) ounce and two (2) ounces for non-alcoholic beverages.
4. When preparing food for distribution in the booth, the exhibitor must have an Itinerant Health Permit (contact Washoe County Health Dept. at (702) 385-1291).
5. Your Catering Manager must approve all samples with the Exec. Food & Beverage Director prior to them being brought on site.
6. Each exhibitor providing samples must complete and return Peppermill Resort Spa Casino Food & Beverage Sample Request Form two weeks prior to the event (found on the following page).

7. All alcoholic beverages must be purchased from "Peppermill Resort Spa Casino."
8. All alcoholic beverages must be dispersed by "The Peppermill Resort Spa Casino's" bartenders (prevailing rates will apply).
9. Heating or cooking in any form must be approved by the Reno Fire Department.

Washoe County regulations may require you to obtain a Special Event Permit from the Washoe County Health District. See page 24 of this document for more information.

Any and all products will be invoiced at "The Peppermill Resort Spa Casino's" prevailing rates for the products in question. The total charges will be subject to applicable tax and service charges (based on "The Peppermill Resort Spa Casino's" Retail Pricing Structure). In addition, the charges will be subject to reduction by an amount not to exceed the prevailing market place cost.

All products must be supplied to Peppermill Resort Spa Casino from established licensed distributors that meet the minimum insurance requisites as established by "Peppermill Resort Spa Casino." Any and all products provided in any other manner than that which is outlined shall be refused, returned, or at last resort, destroyed at the sole discretion of "Peppermill Resort Spa Casino."

Peppermill Resort Spa Casino does not allow any outside catering in any function space held by a group or individual. Food or beverage samples of any kind may not be brought into Peppermill Resort Spa Casino without written approval 14 days prior to the event. Please see page 15 & 24 of this document for more on Reno Fire Department and Washoe County Health District regulations.

General Conditions:

Items dispensed are limited to products manufactured, processed, or distributed by the exhibiting company. Exceptions are cappuccino machines, espresso, coffee, and soft drink dispensers, or logo bottled water.

Quantities are limited to "sample" sizes – discuss with your Catering Representative. Food and beverage items used as traffic promoters (i.e., popcorn, coffee, bar service, ice cream) MUST be purchased from Peppermill Resort Spa Casino.

All alcoholic beverages must be purchased from Peppermill Resort Spa Casino, and dispersed by Peppermill Resort Spa Casino bartenders (prevailing rates will apply). Sample sizes are limited to one (1) ounce for food items and two (2) ounces for non-alcoholic beverage items.

Product liability insurance is required when sample food is distributed at Peppermill Resort Spa Casino.

The Peppermill Resort Spa Casino will institute a charge for any rental equipment, storage of items, or cleaning of equipment associated with the distribution of samples.

Food Show Terms & Conditions for Host Group

Due to the specific nature of the food shows, communication between Group and Catering must be accomplished in a timely manner in order for the Hotel to properly facilitate a food show. Group is responsible for obtaining any required permits from the Fire Marshall and/or Health Department.

A vendor form will be provided to the Group planner to distribute to all vendors in attendance at the show. **The Group must provide a completed Vendor form for each exhibitor to Catering 10 days prior to the event.** Vendors will not be allowed to use deep fryers in the exhibit space.

Vendor access to Hotel Kitchen is strictly prohibited. No vendor access will be provided for prep, storage, or cooking. Vendors must outline their needs for water, ice, equipment, refrigeration, freezing, defrosting, preparing, cooking, and/or reheating products on the vendor form. Peppermill runners will deliver product at each table/booth from the kitchen. Vendors must provide their own disposable pans and utensils.

All food products must be delivered a minimum of 2 business days prior to the event with a copy of the vendor form noting preparation, cooking, and service instructions. Vendors who wish to consult with the culinary staff must indicate this request on the vendor form. Products received less than 2 business days prior to the event will be prepared as time allows with preference given to product received in advance.

All deliveries of food products being sent by the Group, or a participant, must be prearranged with the Catering Manager 14 days prior to arrival, or the delivery will be refused at our receiving dock.

- *Perishable food must arrive at the hotel chilled (40 degrees Fahrenheit or less) or fully cooked and at temperature (140 degrees Fahrenheit or more).*
- *Pre-packaged food must arrive in its original packaging, and must not be past its expiration date.*

Any items that do not meet these guidelines will not be accepted under any circumstances.

The Peppermill will charge the Group for any services provided. The Group may in turn recoup costs directly with their vendors.

Examples of applicable charges are as follows:

- *Security for load-in/out @ \$45 per hour, minimum 4 hours.*
- *Chef services @ \$45 per hour minimum 4 hours, and/or runner labor fees @ \$25 per hour.*
- *Quote will be provided based on total power needs; however, Power Strips & Extension cords \$10 each per day.*
- *Ice \$5++ per pound.*
- *Rentals for kitchen equipment or product, such as chafers \$25, sterno \$4, Heat lamp \$75, etc.*
- *Freezer or Refrigeration storage will be charged based on weight of packages and labor to receive, store, and deliver product to booths at a rate of \$45 per hour.*

The Group is responsible to notify the Hotel of any arrangements for left over product being donated. The Group is responsible for properly packaging and delivering such donations. Vendors must remove all equipment, product, and properly dispose of any debris by contracted tear down. A \$250 cleaning fee will be assessed to the Group. Additional charges will occur for any excess cleaning beyond standard vacuuming and emptying of trash cans.

FOOD LIABILITY WAIVER

Whereas, _____ (hereinafter "Group") is holding an event at the Peppermill Hotel Casino ("Peppermill") in Reno, Nevada on or about _____, 20____, and wishes to bring into the Peppermill food items not supplied and/or prepared by the Peppermill for consumption by the guests of Event Host; and

Whereas, it is the Peppermill's general policy not to permit outside food items to be brought onto the property for group events;

It is hereby agreed that Peppermill shall permit Event Host to bring in food items, which the Peppermill understands will consist of vendor products being sampled by potential clients, in exchange for the Release of Liability and Indemnity Agreement from Event Host as set forth below.

Release And Indemnity Agreement: Event Host, in consideration for Peppermill's agreement to permit food items to be brought in from outside of the Peppermill to its group event, hereby agrees to release the Peppermill, its associated corporations, companies, officers, directors, employees and agents from any liability whatsoever for any damages whatsoever associated with the consumption of food items not provided by the Peppermill Hotel Casino. Event Host further agrees to indemnify the Peppermill for any claim(s) brought by any member of Event Host or its guest(s) associated in any way with the consumption of food items not produced by the Peppermill, including any judgment amount and associated legal fees and costs incurred by the Peppermill.

By signing below, Event Host agrees to be bound by the Release of Liability and, Indemnity Agreement terms set forth in the preceding paragraphs.

By signing below, Event Host agrees to adhere to the above stipulations.

Authorized Group or Account Representative

Date

VENDOR INFORMATION SHEET

VENDOR SET UP DATE & TIME: _____

VENDOR TEAR DOWN DATE & TIME: _____

VENDOR SET UP & TEAR DOWN

*Vendor Booth and/or Tables have been arranged by your Event Host via an exposition company. Table assignments will be coordinated through your Event Host. Signage/Banners of professional quality may be draped over the front of your skirted display table or hung from pipe & drape behind your display. Absolutely no items may be hung on any Hotel surfaces, such as, walls, air walls, mirrors, doors, etc. Vendors may utilize the hotel's valet/bell desk for load in and load out access for **smaller items**. Vendors must coordinate booth equipment deliveries via Catering 10 days prior to the event.*

DAMAGE/LOSS OF PERSONAL PROPERTY

The Hotel will not accept liability for damage to or loss of any merchandise or articles left in the hotel, prior to, during, or following a function. All items are to be removed promptly at the conclusion.

PRODUCT DELIVERY, PREPARATION, COOKING AND SERVICE:

***Vendor access to Hotel Kitchen is strictly prohibited. No vendor will be provided kitchen access for prep, storage, or cooking.** Vendors must outline their needs for water, ice, equipment, refrigeration, freezing, defrosting, preparing, cooking, and/or reheating products on the vendor form. Advance notice of your requirements will allow the Hotel staff to have your items ready for your use at set up, Peppermill runners will deliver product at each table/booth from the kitchen at designated times. Vendors must provide their own disposable pans and utensils.*

All deliveries of food products being sent by the Group, or a participant, must be prearranged with the Catering Manager 10 days prior to arrival, or the delivery will be refused at our receiving dock.

- *Perishable food must arrive at the hotel chilled (40 degrees Fahrenheit or less) or fully cooked and at temperature (140 degrees Fahrenheit or more).*
- *Pre-packaged food must arrive in its original packaging, and must not be past its expiration date.*

Any items that do not meet these guidelines will not be accepted under any circumstances.

*All food products **must be delivered a minimum of 2 business days prior to the event with a copy of the vendor form** noting preparation, cooking, and service instructions. Vendors who wish to consult with the culinary staff must indicate this request on the vendor form. Products received less than 2 business days prior to the event will be prepared as time allows with preference given to product received in advance as noted.*

VENDOR BOOTH COOKING & PREPARATION:

- *All cooking appliances must be UL listed and only two appliances will be allowed in a 10' x 10' area.*
- *No deep frying, charcoal barbeques, or flammable gas fired appliances allowed.*
- *No cooking or open flames allowed in booths except chaffing dishes with Sterno.*
- *Appliances must be kept clear from combustibles and must be protected from public contact by a noncombustible barricade.*
- *The exhibitor shall be present while the cooking appliance is in operation.*

Each vendor offering food or beverage samples must comply with Washoe County District Health and Fire Department Regulations. The Hotel does not provide hand wash stations or bottles in the exhibit area. Your Event Host is responsible for obtaining any necessary permits.

Thank you for your participation. **Please complete the following Food Show Vendor Form and return it to your Event Host and Catering no less than 10 days prior to your event in order to participate.**

PEPPERMILL CATERING
PHONE 775- 689- 7244; FAX 775- 689- 7051
FOOD SHOW VENDOR FORM

NAME OF VENDOR: _____

VENDOR PHONE: _____

VENDOR EMAIL: _____

BOOTH/TABLE NUMBER: _____

IMPORTANT: A completed Food Show Vendor Form must be returned to your Event Host and Peppermill Catering 10 days prior to the event. Please use duplicates of the form for multiple product preparation and/or cooking needs and include with your shipment.
Fax to Peppermill Catering 775- 689- 7051.

Will you be shipping any food products to the hotel?

No, I will bring the product with me day of event during set up for **self** preparation and heating based on the guidelines on the vendor information sheet.

Yes. (Please list date of delivery, product type and quantity, and note whether dry storage, freezer, or refrigeration is needed.)

Product Description: _____

Quantity Being Delivered: _____

Product Condition (Frozen, Fresh, etc.): _____

Cooking Instructions: _____

Product Delivered to Booth:

_____ Quantity at _____ Time, or Intervals of _____.

(Vendor to provide any necessary trays, utensils, disposables, needed for service.)

RENTAL ITEMS REQUESTED

(Please note that your Event Host will be assessed applicable charges. Your Event Host may choose to charge back costs to its vendors.)

Power Strip(s) & Extension Cord(s) \$10 Each	_____	Sets
Ice \$5 per pound	_____	Lbs.
Hot Tap Water for Vendors Chafer \$0	_____	Pitcher(s)
Chafer Rental \$25 Each per Day	_____	Chafer(s)
Sterno \$5 Each	_____	Can(s)
Heat Lamp Rental \$75 Each per Day	_____	Lamp(s)

Other: _____

Emergency/Security Services

Emergency Equipment

The facility is equipped with an alarm system and sprinkler system that are activated by various control devices throughout the property. Fire extinguishers and other emergency equipment are strategically located in all areas of the building. Peppermill Resort Spa Casino Fire Command Center continually monitors all building emergency systems throughout the facility.

Emergency Staff

Our staff is fully trained to handle emergency situations. Our Security department is operational 24 hours a day and becomes the communications center and command post in the event of an emergency. The Convention Management personnel are responsible for keeping show management and service contractors informed of decisions relating to emergency events in progress. Should the need arise, all security personnel are trained in first aid, CPR and on AED's. AED's are located strategically throughout the property. The 24-hour security hotline number for Peppermill Resort Spa Casino is (775) 689- 7911 or 77911 if in-house.

Fire Extinguisher s/Fire Hose Cabinets

Please remember that all fire extinguishers must be kept clear, accessible, and remain free of obstruction at all times. The fire extinguishers and permanent fixtures of the facility cannot be moved.

Hotel Employee Access

It is understood that employees of Peppermill Resort Spa Casino may require access to your exhibit or production area for reasons including, but not limited to, housekeeping, facilities tours, telephone service, maintenance, and security. The Show Manager/Producer must agree to allow entry to employees of Peppermill Resort Spa Casino or Hotel contractors presenting suitable identification and stating job-related need for their entry.

Security

Peppermill Resort Spa Casino House Emergency Number: (775) 689- 7911 or if on site 77911

Peppermill Resort Spa Casino non emergency Number: 775- 689- 7355 or if on site 77355

Peppermill Resort Spa Casino Lost & Found number: 775- 689- 7385 or if on site 77385

Peppermill Resort Spa Casino Security department relies on the prompt information you forward to your Catering and/or Convention Service Manager. Upon solidifying your show security, our Security department will work closely with your contracted company at all times.

In the event of alarm activation, audible and visual alarms will activate. This is not a signal to evacuate the building. An announcement will be made stating that the nature of the alarm is being investigated. Once the nature of the alarm is determined, further instructions will be communicated. In the event the alarm poses no danger, an "all clear" will be announced. Should evacuation be necessary, further arrangements will be announced.

Groups with Minor Children

We require all groups with minors to have a Contact person and a 24 hour phone number for Peppermill Security to reach in case of an emergency.

Peppermill Resort Spa Casino maintains 24-hour security over the interior/exterior of the facility, including all life safety and equipment systems. Peppermill Resort Spa Casino requires Peppermill Resort Spa Casino Security officer to be involved and present during all incidents of injury, vandalism, theft, etc.

Outside Security Companies

When contracting an outside security company to supply security services throughout your contracted time, please follow the listed protocol:

- A. **Contractor must possess a Nevada Business License (licensed to perform Security Services).**
- B. *A security officer must be present during move-in and move-out at each freight door being utilized. Peppermill Resort Spa Casino will not open any freight doors without this security guard present. A Peppermill Security Guard is \$45.00 per guard per hour.*
- C. **Contracted Security must involve Peppermill Security for all incidents and provide copies of all incident reports written on property, regardless of nature, to Peppermill Resort Spa Casino Security department on a daily basis.**
- D. **The Hotel will not assume responsibility for damage to or loss of any articles, decoration, or merchandise left in convention rooms.**

*Firearms are **prohibited** on Peppermill Resort Spa Casino premises. If your event requires armed security, you must make a written request to "Peppermill Resort Spa Casino." You must receive approval in writing from the Director of Security before armed guards or firearms are allowed on the premises.*

Show Management Must Abide by the Following Policies of "Peppermill Resort Spa Casino" :

A. It is the client's responsibility to hire the contracted security company, which must submit to the Catering & Convention Service Manager fifteen (15) days prior to the commencement of service, a security plan consisting of:

1. *Convention/Event name and room location,*
2. *Number of guard(s) to work and their hours,*
3. *Name and phone numbers of responsible parties to notify in case of emergency or problems.*

ALL SECURITY SCHEDULES MUST BE SUBMITTED AT LEAST FIFTEEN (15) DAYS PRIOR TO COMMENCEMENT OF SERVICE FOR APPROVAL BY Peppermill Resort Spa Casino SECURITY DEPARTMENT. ANY DEVIATIONS FROM THESE POLICIES OR REQUIREMENTS MUST BE APPROVED BY THE DIRECTOR OF SECURITY.

Policies of Private Security Companies on Peppermill Resort Spa Casino Property:

A. A copy of current city/county business license and state security license on file with "Peppermill Resort Spa Casino" Security department per local ordinance.

B. Workman's Compensation Insurance in accordance with Nevada law covering licensee's employees.

C. Employer's Liability as required by the State of Nevada – \$2 million for the State of Nevada for each occurrence.

D. Commercial General Liability – \$2 million for each occurrence.

E. Commercial Auto Liability – \$1 million for each accident for all owned and non-owned and hired automobiles.

F. A Certificate of Insurance for \$2 million naming Peppermill Casinos, Inc. and each of their parent subsidiaries and affiliates and each of their officers, directors, agents, and employees as respects the conduct of the named insured(s) in or about the property Peppermill Casinos, Inc as additionally insured.

G. Security guards must have their Sheriff's work card in their possession at all times.

H. Weapons of any type (guns, nightsticks, mace, etc.) are not allowed on Peppermill Resort Spa Casino properties unless approved as follows:

1. *Letter from the Organization/Convention on their letterhead that is contracting the Event.*
2. *Written permission must be granted by the Executive Director of Security of Peppermill Resort Spa Casino before armed guards or firearms are allowed on premises.*

I. Peppermill Resort Spa Casino Security department must be present during incidents that occur at Peppermill Resort Spa Casino and Peppermill Casinos, Inc will be furnished a copy of all criminal, incident, or injury reports that occur on this property. These are to be delivered to Peppermill Resort Spa Casino Security department during the shift in which the incident occurred or as soon as possible thereafter. Notify Peppermill Resort Spa Casino Security immediately of any major offense or unusual activity that may require reporting, assistance, or follow-up investigation.

J. Outside security agencies will keep Peppermill Resort Spa Casino Security department informed of any action against any persons or of any properties seized, recovered, or found.

K. All rules and regulations of Peppermill Resort Spa Casino must be followed as enforced.

L. Emergency exits are for emergencies only.

M. Peppermill Resort Spa Casino Security department must be provided a radio by the outside security agency working in the building if they have 3 or more employees at one time scheduled.

Exhibits/Production

Air Quality In The Exhibit Halls - *The Occupational Safety and Health Administration (OSHA) requires the Peppermill to maintain a safe oxygen level during move-in and move-out. The HVAC (Heating, Ventilation, and Air Conditioning) units are operating in the ventilation mode to circulate the air during these times to ensure everyone's safety.*

Aisles And Exits - *Aisles and exits as designated on approved show plans shall be kept clean, clear, and free of obstructions. Booth construction shall be substantial and fixed in position in a specified area for the duration of the show. Easels, signs, etc., shall not be placed beyond the booth area into aisles.*

Ceilings And Walls - *All items to be hung from the ceiling must be described in writing in detail and submitted to your Convention Services Manager 30 days prior to arrival. All items hung from the ceiling must be installed by Peppermill Technical Services. Labor charges will apply. Nothing is to be placed against or leaned against any wall in the Meeting Space that may damage the facility. Any signs, banners, etc. that need to be hung from the ceiling or any ceiling fixture in any of the meeting rooms must be hung by Peppermill Technical Services. Labor charges will apply. Reflective ceiling plan available on Meeting Matrix upon request. Nothing shall be posted, nailed, screwed, or otherwise attached to columns, walls, floors, or other parts of the building or furniture.*

Absolutely nothing may be attached to the air wall tracks at any time.

NOTE: All rigging, running of cables, assembly of trusses, lighting on trusses, and plug-in of lighting is exclusively done by Peppermill Technical Services Department. All rigging points must utilize existing ceiling structure and holes.

Cleaning Of Exhibit Booths

Is the responsibility of the Drayage/Exposition Company that sets your booth

If you have table top displays, and not using an Exposition company, we can quote you a fee for Peppermill Resort Spa Casino staff to clean the booths. We must receive your order twenty-one (21) days prior to show opening to ensure availability. All orders are subject to a 25% cancellation fee.

Cleaning Of Facilities

*Peppermill Resort Spa Casino will provide the exhibit/production space in a clean condition, including exhibit floor, pantry areas, and freight dock areas. **It is the responsibility of the Client to return these facilities in the same clean condition as received.** If any unusual cleanup is required, your organization will be billed on a cost basis for man-hours required to restore "The Peppermill Resort Spa Casino" property to the same condition in which it existed prior to your convention. Peppermill Resort Spa Casino does not provide daily janitorial service in any area that contains exhibits/trade shows, except those areas designated for coffee breaks, food courts, etc. Daily booth and aisle cleanup must be arranged with Convention Services Manager.*

Compressed Gas in Facility

Compressed gas cylinders are prohibited unless prior approval is obtained from the Fire Marshal. Approved cylinders must be stored in a secured upright position. Helium canisters are permitted but must be stored in a secured, upright position.

DEMONSTRATION COOKING PERMIT REQUIREMENTS

- 1. All cooking appliances must be UL listed.*
- 2. Only two appliances will be allowed in a 10 foot by 10 foot area.*
- 3. No deep frying, charcoal barbeques, or flammable gas fired appliances allowed.*
- 4. No commercial cooking allowed.*
- 5. No cooking allowed inside covered exhibits, within twenty feet of exit doors in exhibit areas, or in any concourse or exit way.*
- 6. No cooking or open flames allowed in booths except chaffing dishes with Sterno.*
- 7. Char broiler size and type require separate approval by a fire inspector.*
- 8. Unusual equipment not listed here will be reviewed for approval by the Reno Fire Department.*

9. Appliances must be kept clear from combustibles and must be protected from public contact by a noncombustible barricade.
 10. A minimum of two fire extinguishers are required. The extinguishers must have current tags with the State of Nevada seal.
 11. The exhibitor shall be present while the cooking appliance is in operation.
 12. The vendor shall inspect the exhibit and immediate surrounding area one half hour after closure for fire safety.
 13. Any facility that regularly allows demonstration cooking shall inspect the ceiling and ventilation ducts above the exhibit area for grease accumulation annually. The facility shall keep a written record of these inspections.
- Additional requirements are subject to inspection and review of the event.

Health Requirements for Special Event Temporary Food Establishments

PERMIT

A health permit shall be obtained from the Washoe County Health District a minimum of seven (7) days in advance. Applications and fees not received seven days prior to the event will result in a late fee that is equal to the permit fee up to \$100.00. Food vendors will not be allowed to operate without a valid Washoe County Health District Temporary Food Permit.

FOOD SOURCE

All foods shall be from an approved source. All food vendors shall be prepared to provide documentation of food source upon request. Interstate transport of foods that have been heated, reheated, or processed in any way outside of an approved USDA or FDA manufacturing facility is strictly prohibited. All processed or precooked foods from approved USDA or FDA facilities transported across state lines shall arrive at the event or an approved permitted facility in Nevada in their original state and original and verifiable packaging as purchased. Specific menu items are not allowed at Special Events regardless of source due to the hazard presented with such items. All menu items must be approved by the Washoe County Health District.

FOOD STORAGE, HANDLING, AND PREPARATION

All food storage, handling, preparation, and re-thermalization shall be done on-site or in an approved permitted facility. Food storage, handling, preparation, thermalization, and/or re-thermalization in a home kitchen or residence are strictly prohibited. A metal stem thermometer, 0°F to 220°F, is required to monitor food temperatures. Cooking, cooling, and re-heating of potentially hazardous foods are not allowed.

Cold Storage: All potentially hazardous foods shall be held at 45°F or below prior to thermalization or re-heating, following cool down or as a cold service ingredient or menu item.

Required Cooking Temperatures: Beef: 140°F, Minimum; Pork: 150°F, Minimum; Hot Dogs: 165°F, Minimum; Hamburger: 155°F, Minimum; Chicken: 165°F, Minimum; All Other Foods: 140°F, Minimum

Hot Holding: All potentially hazardous foods shall be held at 140°F or above following thermalization or re-heating until served. No chafing dishes are allowed at outdoor events. Gas or electric holding units are required (e.g. steam table, stove, oven, etc.). All hot holding units shall be emptied of food product at the closing of each day of an event. Food emptied from hot holding units shall not be re-served.

CONDIMENTS

Condiments shall be dispensed from a pump or served in single-service packets.

SAMPLES

Booths that offer samples shall serve individual portions. Common bowls are strictly prohibited.

HAND WASHING

Booths without hot and cold running water shall provide a minimum 2 gallon container of water with a spigot to provide gravity flow, liquid soap, and paper towels for hand wash, along with a water-tight catch basin for greywater generated at the hand wash station.

FOOD HANDLER HYGIENIC PRACTICE

Drinking and smoking is strictly prohibited in any food preparation or foodservice area. Any person with open cuts, sores, or wounds is strictly prohibited from food preparation and/or service. If a person is cut during food preparation or service the person shall STOP work immediately and tend to the wound. The operator shall ensure appropriate cleanup and sanitation of all affected areas and equipment and discard any contaminated or potentially contaminated food or consumer use items.

STORAGE

Food, utensils, and single service articles shall be transported and stored a minimum of 6 inches above the ground or floor surface. Food, utensils, and single service articles shall be transported, handled, and stored in such a manner as to prevent contamination from non-food items and/or cross-contamination of cooked and/or processed foods with raw foods. Handled scoops for service ice, popcorn, and other bulk items are required.

UTENSIL AND EQUIPMENT WASHING

All utensils, cookware, and equipment shall be washed, rinsed, and sanitized daily and as needed in a three-compartment sink with hot and cold running water. Three tub non-plumbed and drained systems are strictly prohibited. An adequate supply of clean utensils must be provided each day of operation. In lieu of a three-compartment sink during operating hours, cutting boards may be sanitized with a spray solution of 100 to 200 ppm of chlorine or other approved sanitizer. The food concessionaire shall have chemical test strips available to test sanitizer solution concentrations. Sanitize in-place equipment shall be sanitized as needed by methods approved by the Washoe County Health District.

CONSTRUCTION

Every foodservice operation shall have an overhead structure to protect the food (e.g. canopy). Heating and/or cooking equipment shall be barricaded or placed in an area inaccessible to the public.

WASTEWATER

All wastewater generated shall drain to a sanitary sewer or be held in a spill-proof, watertight container and disposed of in a sanitary sewer or by other method approved by the Washoe County Health District.

SOLID WASTE

All solid waste and garbage must be stored in leak proof containers with tight fitting lids.

This is only a partial list of the requirements for Temporary Food Establishments and shall not be construed to be exclusive. To specifically determine individual booth needs, please contact the Washoe County Health District at (775) 328-2434 or (775) 328-2620.

Display in Public Parking Areas

Use of any of the public parking areas for convention-related display or advertisement must have prior approval from Peppermill Resort Spa Casino management. Any request for such use must be sent to the Catering & Convention Services Management department no later than thirty (30) days prior to the purposed installation date.

Exhibit Decorators:

All exhibits over the size of fifty (50) table top booths must have an official decorator/exhibit company or production company that will be responsible for floor plan production and approvals and freight handling in-bound and outbound.

The above requirements must be met prior to commencement of load-in.

Exhibits/Production (continued)

Exhibit/Production Floor Plans

The official decorator/exhibit company/production company you select is responsible for and must submit floor plans of the proposed exhibit/production layout to the Reno Fire Department Marshal's office for approval one month prior to the show. A Fire Marshal-approved copy must be forwarded to Peppermill Resort Spa Casino two weeks prior to exhibit/production move-in. Any changes to approved plans will require additional approval by the Fire Marshal.

A site and floor plan must be submitted for approval. The plan must include:

- 1. All exit doors and exit pathways*
- 2. Aisles*
- 3. Seating arrangements*
- 4. Special equipment set-up*
- 5. Any other information that is pertinent to the specific event*

Based upon the fire inspection, additional code requirements are possible.

***At publication** the special event permit fee is \$100.00. The plan review fee is \$50.00. There is an additional charge of \$1.00 per vendor. The inspection fee is \$100.00.*

Final approval for all floor plans including the following basic requirements are made by the Reno Fire Department:

- ❖ All points of ingress and egress must have a minimum of ten (10) feet of clearance.*
- ❖ Aisles must be a minimum of 4 feet (48 inches) in width.*
- ❖ Access to all restrooms and all exits cannot be restricted by any obstacles.*
- ❖ Fire hose cabinets and fire extinguishers must be clear of obstructions and must remain where they are placed.*
- ❖ Dimensions of the entire area to be occupied: gross square footage.*
- ❖ Display of items: materials, vehicles, equipment, grandstands, bleacher seats, riser seats, and the like.*
- ❖ Location of all food areas: tables, chairs, props, etc.*
- ❖ Size, location, and construction of booths.*
- ❖ Location and width of all exits: exiting required, exiting provided, and number of exits used.*
- ❖ Contact person and telephone number.*
- ❖ Move-in dates, show dates, and move-out dates.*
- ❖ Key of scale used.*

First Aid

The Hotel's Security department is trained to provide first aid service in the event of an emergency. Any stationary, non-emergency service must be ordered through an outside service.

Technical Services

Introduction

Our Technical Service Department is the in-house provider of all services mentioned in this section for Peppermill Resort Spa Casino. Some services are included in our "scope of work" and are therefore not available through any other source.

Scope of Work

Scope of work provided as an exclusive service through Peppermill Technical Services Department Peppermill Resort Spa Casino:

- 1. Installation and dismantle of all attachments to ceilings or walls to include, but not limited to, chain hoists and dead hang points for such items as drapery; scenery; banners; electrical and non-electrical signs; truss; lighting; cabling; and projection, audio, and video equipment.*
- 2. Attachment of all equipment and cabling to all ceiling and wall attachments. This includes, but not limited to, truss systems, lighting, video, audio, special effects gear, screens, display monitors,*

Technical Services (continued)

lasers, drapery, scenery, banners, and signage including all adjustments, repairs or replacement to said equipment.

3. Assembly and dismantle of all floor truss systems. This includes attachment of all equipment and cabling as described in item #2.

4. Installation and dismantle of all floor-supported items that exceed 16' from floor such as drapery, scenery, banners, and electrical and non-electric signs.

5. Installation and dismantle of all lighting for stages, display areas, events, booth areas, including models, sales demos, various types of specialty lighting that are used in displays, events, presentations, productions, and entertainment that takes place within the confines of the facility including all adjustments, repairs or replacement to said equipment and the operation of such equipment.

6. Operation of all lighting control systems and rigging control systems. This includes all lighting boards, dimming systems and the house light control system. This generally requires a minimum of two technicians to be present for operations during events.

7. Installation, handling, moving of all electrical equipment.

8. Portable power, connections, distribution for all electrical and all voltages for all areas whether in the exhibit area or not...

9. Final distribution to outlets, installation of cords under carpet and over carpet distribution, overhead to equipment, lighting including operating of man-lifts, forklifts, scissor lifts, etc. required to perform the scope of work.

10. All electrical equipment, lighting fixtures, fixture repair, power track and other apparatus that requires electrical and mechanical fastening to the event, display, exhibit or structure.

11. Electrical signage that comes separate from the display and must be mechanically and electrically installed separately from the display. This excludes such signs that may be fastened to an exhibit. All antennas on or around the building including set up and removal and interconnecting cables from outside of the building to inside of building to the exhibit or from booth-to-booth excluding interconnecting of computer-type equipment with service connections between components.

12. Portable generators, motor generators, converter transformers and hook-up of same. Responsibility of all maintenance and repair of all electrical installations on the property. Portable cabling from main switch gear to sub-panels to branch circuit panels to secondary distribution.

13. Installation of communication cable, audio/visual, data and telephone cable from booth-to-booth, outside-to-inside, inside-to-outside, excluding interconnects from exhibitor's equipment within the confines of their exhibit or their event.

14. Portable plumbing service, air, water, gas and drains for all areas whether in the exhibit area or not. Air compressors, pumps and sumps and hook-up of same. Final distribution of plumbing service to equipment whether overhead or under the carpet.

15. The use of individual air compressors or pumps are prohibited; however, if they are an integral part of the exhibited products, please notify the convention service manager in advance for approval.

Use of Wireless Microphones In-Ear Monitors, or any other Wireless Telecommunication Device

While not all In House frequencies will be in use all the time, these frequencies should not be used by outside vendors for their wireless systems. When bringing in other Shure or similar wireless equipment on site, please remember that changing the Group or Channel will not guarantee that you will avoid interfering with another wireless device with similar frequencies.

House frequencies are set and will not be changed. Gaps in the grouping system are available and will be given out on a first come, first serve basis. Any wireless use in the facility must be brought to the attention of the Director of Technical Services. Assigned frequencies will be in effect at the start of the show and will remain in effect for the duration of your event. While monitoring of all wireless use is attempted, interference between your assignment and another visiting vendor is not the responsibility of PEPPERMILL TECHNICAL SERVICES.

Electrical Services

PEPPERMILL TECHNICAL SERVICES is the exclusive provider of electrical services for Peppermill Resort Spa Casino Resort-Hotel-Casino.

Technical Services (continued)

Electrical Code:

- 1. Electrical requirements at Peppermill Resort Spa Casino Resort-Hotel- Casino are for the safety of all and are based on national and city electrical codes and ordinances.*
- 2. Local ordinances prohibit more than 2000 watts / 20 amps per lighting circuit and only one connection for power and motor outlets.*

Internet, Phone / Telecommunication Services

For Specific Data and Telecommunication needs please refer to the Data Services Price list provided by your Catering or Convention Services Manager.

PEPPERMILL TECHNICAL SERVICES is the exclusive provider of Internet services at Peppermill Resort Spa Casino Resort-Hotel- Casino. The services available will cover all of your needs including Ethernet drops, IP addresses, hubs, and routers. One IP address will be assigned with each Ethernet drop.

Important Information:

If you need public IP addresses, you must purchase them separately. Your IP addresses and other configuration information will be available five days prior to move in. Please include a floor plan indicating where your Internet drop should be within your booth or meeting space. You are responsible for making your computers Internet-ready. This includes Ethernet cards, drivers, adapters, TCP/IP software, Internet browser, mail client, etc., installed for each machine you wish to connect.

There is a connection fee for each device that can access the Internet. *This fee may be for an additional public IP address, private IP usage, or DHCP routing. Required equipment for network, such as cables and hubs, is available on site at an additional charge. Installation service is also available at \$45.00 per hour for straight time, \$67.50 per hour for overtime. Please indicate on the order form if you require Internet labor. All devices that access the Internet will incur a fee.*

The installation and testing of the physical Ethernet drop is scheduled for completion the day prior to the event opening, unless other arrangements have been made in advance. Your IP address and network properties will be tagged at the end of your drop. If you encounter any problem with your Internet connection, please notify the Audio Visual Technician for prompt resolution.

SPECIAL NOTICE: If your device is found to be causing a broadcast storm, or if you have perpetuated a virus from your equipment, your Internet service will be interrupted until the appropriate action has been taken. If at any time your hardware, cabling, or software is causing a slowdown on the network, your service will be interrupted without credit.

Peppermill Resort Spa Casino Hotel Conference Center has a wireless network available on all levels. Dedicated wireless service for your group is available by contacting your Catering or Convention Services Manager. Please order in advance of your event so we can secure a network specially designed for your needs while on property. You may not bring your own wireless access points. Unauthorized wireless equipment can cause significant problems with the existing PEPPERMILL RESORT SPA CASINO wireless equipment and will be disconnected from the network.

Truss / Lighting Rental and Rigging

Allow PEPPERMILL TECHNICAL SERVICES to assist you with all of your production requirements. We can provide the equipment you need for any size show. Our vast resources include motorized hoists, trussing, robotic lighting, dimmers, and controls. PEPPERMILL TECHNICAL SERVICES has a fully-trained staff that can provide emergency 24-hour service, lighting design packages, and custom rigging solutions. Rigging is an exclusive service of PEPPERMILL TECHNICAL SERVICES for Peppermill Resort Spa Casino.

Floor Load Limits

There are no floor load limits in the Tuscany Ballroom. Floor load limits are 150 lbs. per square foot, static weight in Naples Ballroom and Capri Ballroom.

Exhibits/Production

Forklifts

1. Only propane or electric forklifts are allowed in the building.
2. Only certified forklift drivers may operate forklifts on Peppermill property and must present certification card upon request.
3. Forklift drivers must maintain 5 miles per hour speed, a "crawl" or "walking" speed will be required during heavy congestion. Peppermill Security will ask a driver to stop if unsafe activity is witnessed.
4. To maintain climate control freight doors should be kept closed as much as possible during load in/out.
5. Tires must be non-marking on all equipment used inside before entering carpeted area.
6. Damage to hotel carpeting and/or structure as a result of move-in/out or booth placement is the responsibility of the Decorator or Association.

Freight Doors Move - In & MOVE-Out Access

In an effort to conserve energy, the Security department will control the opening and closing of any freight doors during your move-in and move-out. A schedule of when the doors need to be opened will be required from the exhibit/production company no later than two (2) weeks prior to move-in. This policy is strictly enforced and the doors will be automatically closed if there is not any activity in or out of the doors as observed by our Security department. Therefore, it is extremely important for the exhibit/production companies to use their time wisely when the doors are open. When freight doors are open, the user must supply, at their expense, a Security Guard to maintain a watch.

Hotel Receiving Docks: There is limited dock space for shipments sent by carriers other than FedEx, UPS, DHL, Airborne, or the US Postal Service, and delivery schedules must be approved in advance. Your Convention Services Manager will coordinate the appropriate arrangements, at least seven days out, with the Hotel's Package Center to ensure a successful delivery of your items to your needed destination at the "Peppermill Resort Spa Casino."

Move - In/Move - Out

During the move-in and move-out of trade shows, the establishment and maintenance of designated "No Freight" aisles are required. These aisles must be kept clear at all times.

Exhibit Load-In/Load-Out Aisles: During move-in and move-out, a ten (10) foot wide lane must remain unobstructed for emergency vehicle access at all times. All fire exits leading from the building and compactor areas must also remain clear and unobstructed. All vehicles, equipment, crates, etc. must be removed from this area and remain clear for the duration of the event until move-out begins.

Load - in /Load - Out approved Routes

During a show or event load-in/load-out, the organization agrees that load-in will be conducted in accordance with the following routes:

- Access to Peppermill Resort Spa Casino Tuscany Ballroom shall be via the Tuscany loading dock located at the rear of the Tuscany Ballroom.
- Load-in for the Naples and Capri Ballrooms will be at the Freight Elevator located at Loading Dock A of the Peppermill Resort Spa Casino.

NOTE: Please make sure to use these routes to avoid delays. Bell Desk and Valet will be available to help during Load-in and Load-out but do not expect a wait time due to other guests and suites at the hotel. Service will be done in order it was requested.

Selling Items

In an effort to maintain a resort atmosphere as well as contractual agreements with internal lessors, "The Peppermill Resort Spa Casino" restricts the sale of any goods and services to within the confines of the meeting room walls. All vendor collateral and marketing material is subject to review and rejection by the management of "The Peppermill Resort Spa Casino" at its sole discretion. The Nevada Administrative Code (NAC) 372.180 states that the promoter or organizer of an event allowing any retail sales on the show floor has the responsibility to collect and remit the taxes for their respective event. If Show Management or exhibitors are tax-exempt, the State of Nevada requires a copy of the following on file with "Peppermill Resort Spa Casino:"

A. NEVADA tax-exempt sales tax permit providing the evidence of non-taxability.

B. U.S. Government tax-exempt sales tax permit.

Please contact the Nevada Department of Taxation at (775) 687-9999 for further details.

Storage of Exhibit Materials

Peppermill Resort Spa Casino cannot accept and store large exhibit-type shipments of materials in advance of a show. Due to Reno Fire Department regulations, crates, boxes, and such cannot be stored on "The Peppermill Resort Spa Casino" premises during a show. It is necessary for you to make arrangements with your production company/exhibitor service to receive and store equipment for delivery to Peppermill Resort Spa Casino on the move-in date. These arrangements must also include the removal of empty crates, their storage during the show and their subsequent return to Peppermill Resort Spa Casino on the move-out date. All storerooms inside Peppermill Resort Spa Casino must be maintained free of any outside contractor equipment. It will be the responsibility of the outside contractor to secure storage for any and all equipment off property. Should property be left by the group, the group's decorator, or the group's production company after the contracted period, Peppermill Resort Spa Casino will dispose of the property and will charge the licensee accordingly.

Storage of Production Materials

All production equipment, crates, boxes, etc. must be stored by the outside company within contracted meeting space. Under no circumstances shall production companies utilize service corridors, back hallways, or hotel storage areas for storage of equipment.

Truck /Trailer Storage

Motorized vehicles and tractor trailers cannot be parked or stored overnight in Peppermill Resort Spa Casino parking lot or convention loading docks. These areas can only be used for loading and unloading. Once a truck has been unloaded, empty crates and trailers need to be stored in the Exhibit Show Storage and Staging area. Peppermill Resort Spa Casino has an Exhibit Show Storage and Staging area that can be arranged through the Convention Services Department. This area has limited security; Peppermill Resort Spa Casino will not be liable for items left in this or any parking lot area.

Elevators and Docks

The freight elevators and loading docks are for the use of the Peppermill Resort Spa Casino Team members. Should you or your production company need access to these elevators, usage must be arranged through your Convention Services Manager.

All foyer space in Peppermill Resort Spa Casino Congress Center is considered public space. No private use and/or access is guaranteed at any time. Public traffic and movement of equipment will take place in foyer space.

Fire Marshal Regulations

Displays/Drapes/Hangings

All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth, and similar decorative materials shall be flame retardant to the satisfaction of the Fire Department and State Fire Marshal. Canvas, cloth, cardboard, leaves, or similar combustible materials shall be completely flame retardant. Oilcloth, tarpaper, sisal paper, nylon, Orlon, and certain other plastic materials cannot be made flame retardant and their use is prohibited. AN OFFICIAL FIRE RESISTANCE CERTIFICATE MUST ACCOMPANY ALL MATERIALS.

FLOOR PLANS:

**Reno Fire Department
401 Ryland St. Suite #100
Reno, NV 89505**

1. The following must be shown on the diagram for your event:

- a. Scaled to a minimum of 1/20*
- b. Dimensions and square footage of the entire area*
- c. Size, location, and construction of booths or any object taking up floor space in the room*
- d. Table and chair location*
- e. Width of all aisles*

- f. Location and width of all fire exits
 - g. Location of ALL fire extinguishers and fire hose cabinets.
 - h. Name of contact person and phone number
 - i. Move-in and move-out dates
 - j. Room name
 - k. Function name
 - l. Name of Peppermill Resort Spa Casino
 - m. Address of Peppermill Resort Spa Casino
 - n. Occupancy
 - o. Grandstands, bleachers, risers, and the like must be approved by the Washoe County Building Department
 - p. Perimeter/screen draping
- 2. All fire exits must be clearly visible with an illuminated exit sign above each.**
- 3. Back-staging and rear- screen projection guidelines:**
- a. No storage boxes, musical cases, etc., may be stored behind staging.
 - b. Hiperthane cable protectors must be used to ramp all cable 1" in diameter or greater.
 - c. Ramp all cable leaving a function room to an outside area.
 - d. All wires less than 1" in diameter must be taped down with gaffer tape.
 - e. If exiting is covered by stage masking, there must be a clear path from masking to exit and illuminated exit sign located on masking.
 - f. Any fire extinguishers or fire hose cabinets located backstage must be clear and easily accessible.
- 4. Automobiles or other fuel-powered vehicles of any nature must follow the following guidelines:**
- a. Gas tank to be no more than 1/8 full of gasoline.
 - b. Batteries to be disconnected.
 - c. Locking gas caps.
 - d. Ignition keys removed and turned into security.
 - e. Propane tanks to be removed.
 - f. Each vehicle must be equipped with its own fire extinguisher.
 - g. All fuel-powered vehicles must have Fire Marshall approval.
 - h. Peppermill Fire Command Center must be contacted 15 minutes prior to moving in any gas-operated vehicles into or out of the building – extension 77355.
- 5. Displays involving flammable or combustible liquids or materials and pyrotechnic displays must be demonstrated to the Reno Fire Department prior to the event for issuance permit.**
- 6. All drapes, hangings, curtains, drops, and all other decorative material including Christmas trees shall be made from non-flammable material or treated and maintained in a flame-retardant condition.**
- 7. Smoking is prohibited in all convention areas.**
- 8. Any changes to approved diagrams must be re-submitted for approval to the Reno Fire Department. Any unauthorized room changes may cause delays opening a specified event.**
- 9. A certified fire watch person is required the entire time special effects are utilized that require Peppermill Resort Spa Casino to manually zone down any section of its fire safety system. Special effects are, but are not limited to, fog machines, pyrotechnics, and cooking.**

Miscellaneous

Due to regulations either implemented by Peppermill Resort Spa Casino or as a result of local, county, state, or federal requirements, you agree to abide by any additional policies regarding exhibits/productions or meeting space as may be in effect at the time of your convention. A schedule of rehearsals and show times when using pyrotechnics or fog machines must be submitted to your Catering & Convention Services Manager and the Reno Fire Department Marshal twenty-one (21) days in advance.

FLAME EFFECTS BEFORE AN AUDIENCE PERMIT REQUIREMENT

- 1. A walk through demonstration of the flame effects shall be provided to Reno Fire Department before flame effects are approved.
- 2. Fire protection and life safety systems shall not be interrupted during the operation of the flame effects.
- 3. Operating instructions for the flame effect devices shall be on site.
- 4. All devices and materials shall have documentation describing the type of item and the performance specifications of the flame effect created. Documentation shall be available on site.
- 5. The premises shall be maintained in a neat and orderly manner.

6. A fire watch shall be provided during the performance and for a period of not less than ½ hour after the performance.
 7. A minimum of two fire extinguishers with a rating of 2A10BC are required. The extinguishers must have current tags with the State of Nevada seal.
 8. Smoking shall be prohibited in the area where fuels used in flame effects are present.
 9. All other applicable sections of NFPA 160 shall be met.
- Additional requirements for are subject to review and inspection of the event.

Special Use Permit for Open Flame Special Events

1. Clearance from combustibles must be provided and maintained.
 2. Candles are prohibited in areas where occupants stand or in an aisle or exit.
 3. Hand-held candles shall not be passed from one person to another while lighted.
 4. Draperies, curtains, furnishings, and decorations shall be flame resistant.
 5. Fire retardant coatings shall be maintained to retain the effectiveness of the treatment under conditions encountered in actual use.
 6. Exposed foamed plastic materials and unprotected materials containing foamed plastic used for decorative purposes or stage scenery shall have a heat release rate not exceeding that specified in UL 1975.
 7. Open flame decorative devices shall comply with Section 308.3.2, Chapter 3, of the 2003 International Fire Code.
 8. Provide a fire watch during the event and for a minimum of ½ hour after the event to ensure no fires have been started.
 9. A minimum of two fire extinguishers with a rating of 2A10BC are required. The extinguishers must have current tags with the State of Nevada seal.
- Additional requirements are subject to inspection and review of the event.

INDOOR PYROTECHNICS PERMIT REQUIREMENTS

1. All safety rules specified in NFPA 1126 shall be complied with.
 2. All material shall be as specified by content of plan that has been approved by the Reno Fire Department.
 3. All pyrotechnic products shall be limited to indoor theatrical use. No class B & C types allowed.
 4. No fallout will be allowed.
 5. A fire watch must be provided during the show and for a minimum of ½ hour after the performance.
 6. The operator must hold a current Nevada Licenses Pyrotechnic Operator's License.
 7. The Nevada Licensed Pyrotechnic Operator shall verify that the performance site is free of any pyrotechnic devices or materials.
 8. Provide two 2A10BC fire extinguishers that have a current State of Nevada seal.
 9. Contact Reno Fire Department Dispatch at 334-2306 prior to show.
 10. This permit shall be posted next to the launch site.
- Additional requirements may be necessary based upon inspection and review of this event.

OUTDOOR PYROTECHNICS PERMIT REQUIREMENTS

1. The general conduct, operation, and safety of the fireworks display must comply with NFPA 1123.
2. As soon as the fireworks have been delivered to the display site, they shall not be left unattended, they shall be kept dry, and unauthorized persons shall be kept a minimum of 50 feet from the fireworks.
3. All material shall be as specified by letter of intent, product list, and content of site and event plan that has been approved by the Reno Fire Department.
4. Discharge areas shall have water type B & C fire extinguishers as approved on plan. Extinguishers shall have a current State of Nevada seal.
5. The pyrotechnic operator shall provide a written record of all misfire pyrotechnics to the Reno Fire Department within 12 hours of the discharge.
6. The operator must hold a current State Of Nevada Pyrotechnic Operator's License.
7. The Nevada Licensed Pyrotechnic Operator shall not leave the venue and/or discharge site until all pyrotechnic devices are rendered safe, including misfire locations after the discharge has taken place.
8. Pyrotechnic fallout will not be allowed over spectator area.
9. All brush must be cleared within 200 feet of discharge site.

10. All areas within the 200 foot discharge area will be watered down two hours prior to shoot.
 11. Additional firefighting personnel will be required by the Reno Fire Department. Fees shall be paid by the licensee.
 12. The discharge of pyrotechnics may be delayed or cancelled by the Reno Fire Department due to weather and/or safety conditions.
 13. This permit shall be posted next to the launch site.
- Additional requirements may be necessary based upon inspection and review of this event.

Special Event Permit Requirements

Special Permits

The Reno Fire Department and Health Departments require special permits for the following:
To display and/or operate any heater, barbecue, heat-producing device, open flame, candles, lamps, lanterns, torches, etc. To display and/or operate any electrical, mechanical, or chemical device that may be deemed hazardous by the Fire Department. Use or storage of flammable liquids, compressed gasses, or dangerous chemicals. Itinerant Food Permit for special events.

1. Application must be submitted for approval through the City of Reno, 1 East First Street, 2nd floor in the Revenue Division.
 2. The event set-up shall be maintained as specified on the floor plan that has been approved by the Reno Fire Department.
 3. Access for emergency vehicles, fire protection equipment, and all marked exit doors must remain clear and unobstructed.
 4. Fire extinguishers, with a current State of Nevada seal, shall be available within 75 feet of portions of each venue.
 5. The following items are prohibited for use, sale, display, distribution, manufacture or possession in all special event locations without specific permit and approval from the Reno Fire Department: pyrotechnics, ammunition, smoke or flame generating devices, fireworks, any exploding device or material, cigarette or cigar loads, smokeless or black powder, live military ordnance, tear gas or any other toxic gas producing device.
 6. The posted occupant load capacity of the facility shall not be exceeded.
- Additional requirements are subject to inspection and review of the event.

GUEST ROOM & SUITE POLICIES

The following policies are in place to protect the condition and appearance of "The Peppermill Resort Spa Casino's" guest suites.

- A. The removal or dismantlement of any furniture in "The Peppermill Resort Spa Casino's" suites is prohibited. Exhibit/displays are not permitted in guestrooms or suites, without approval from Show Management and Hotel Management.
 - B. Each guest suite has standard 110-volt 20-amp outlets. Electrical usage over and above the standard guest suites outlets is not available.
 - C. Freight, boxes, or crates of equipment will not be allowed on the guest suite floor.
 - D. Easels/signage are not permitted in the casino, the hotel lobbies, or guest suite floor hallways.
- Please note: the Hotel does not provide easels to guest suites.**
- E. Should you require additional meeting equipment or items in your suite, please contact the Hotel's Banquet Department from your guest suite phone, at extension 85306. There is a charge for these services.
 - F. All Food & Beverage requirements for your guest suite can be arranged through the Hotel's Room Service at extension 88438 or through your Catering Representative.
 - G. If group is doing a rooming list, please advise your guests that at the time of check-in, authorization will be obtained against the credit card presented for \$50.00 per day for incidentals in addition to room and tax for the entire stay.

PRE KEY OF HOTEL ROOMS

There are a few requirements and restrictions:

1. Requests for group pre-keys must be approved by the Front Office Groups manager a minimum of Seven (7) business days prior to the first group arrival.
2. The group must have fewer than 75 delegates and/or 50 suites or less reserved in the block.
3. A credit card must be on file with authorization to guarantee all charges for all suites due to those individual credit cards will not be collected at check-in.

4. *Should room account be settled by credit card, all credit cards must be valid in order to check into the suite and turn over keys.*
5. *The Convention Services department requires a minimum of seven (7) business days notice for pre-keying.*
6. *Keys will not be available for pick-up until after 3:00 p.m. and may only be picked up by an authorized signer(s) for the group.*

Distribution of materials

Group handouts and welcome letters can be distributed to group attendees at an additional charge ranging from \$1.50 - \$2.50 per item, per room/suite. If an order is communicated within 72 hours, the charge is \$3.00 per item, per room/suite.

Bell Desk Services

Bell Desk Services are available at Peppermill Resort Spa Casino to assist each guest with valet services, luggage assistance, luggage storage, and wheelchair or scooter rentals.

Portage

Portage is available to any group that would like its luggage delivered directly to the guest suite at check-in or removed from the guest suite at departure at a specific time. See your Convention Services Manager for Portage fee. If you would like to arrange a "bag pull," please contact your Convention Services Manager.

Luggage Storage Bell Desk *Convention Services can prepare a private luggage storage room in close proximity to your opening or closing events. Please contact your Convention Services Manager to reserve space for this request.*

Package pick up and drop off

All package delivery to the hotel ends at 4pm. Package/s can be picked up at the Bell Desk between 8am and 7pm daily. All same day outgoing package should be at the bell desk by 9:30am, Monday through Friday. There is no UPS and FedEx pick up on Saturday and Sunday.

Suite Deliveries

Bell Desk Services can deliver non-food items to attendees of your group at a specified time. There is a charge for this service that begins at \$5.00 per item, per suite/room and \$2.00 per envelope (must be 5 or more envelopes). All product must be either placed in the guest suite or hung via plastic bag on the door. All plastic bags must have a pre-punched hole. Guests with "Do Not Disturb" sign will not be disturbed; the item will be placed outside door with the group's approval. All product and packaging for distribution must be approved by your Convention Services Manager.

HOTEL OCCUPANCY TAX

The current hotel occupancy tax in Washoe County is 13%. Taxes are subject to change with or without notice.

TELECOM

Telecom can distribute group voicemails and text messages to group attendees at an additional charge of \$1.00 per suite.

Meeting Services

Building Damages

Damage control, building upkeep, and preservation are primary areas of concern for the Engineering department. Your Catering & Convention Services Manager will assign a Banquet Captain to walk you through your space for a pre- and post-show/event inspection, if you so choose. Should damage occur during your stay, a damage report reflecting location, type of damage and amount of repair will be included on your final invoice and repairs will be made at the end of your stay in order to preserve the property status and upkeep. As building damages may occur, we suggest that a member of your staff take advantage of the pre- and post-event building damage inspection

Pre- and Post-Meeting Space Inspection Form

Group Name: Dates:_____.

Group Contact:_____ **Convention Services Manager:**_____.

Date of Inspection:_____.

Space Inspected:_____.

CONDITION OF SPACE INSPECTED FOR THE FOLLOWING:

*General room condition*_____.

*General carpet condition*_____.

*Wall condition in good repair*_____.

*Chandeliers/lighting in good repair and in working order*_____.

*All doors in good working order*_____.

Comments/Pre- Existing Conditions:_____.

ACCEPTED AND AGREED TO:

Group Representative:

Peppermill Resort Spa Casino Meeting Services Representative:

(Signature) *(Signature)*

(Printed Name) *(Printed Name)*

Meeting Services (continued)

Equipment Inventory

The Hotel's convention inventory is supplied at no charge. If however, your requirements are larger than the Hotel supplies, Peppermill Resort Spa Casino will not be responsible for renting equipment or for any costs incurred. Please note that the Hotel's entire inventory of equipment is not available for a single group, but is shared with all other groups on property at the time of your meeting. Please see your Catering & convention Services Manager regarding equipment for your group's specific use. Extraordinary set-ups, set delays caused by a decorator/production company, and schoolroom sets may incur a labor charge. Setup changes made less than 24 hours prior to a function may incur a labor charge. Hourly labor rates are currently \$25.00 per hour per person with a 4-hour minimum for each person.

Interior Carpet Installation

Only a low adhesive tape is permitted on Peppermill Resort Spa Casino carpet. Decorator carpet may be installed only as follows: Visqueen is to be laid directly over Peppermill Resort Spa Casino carpet and secured with a low adhesive tape. Decorator carpet may then be laid over the Visqueen with tape securing the carpet to the Visqueen.

Meeting Room Keys

Keys to all meeting rooms are available through your Convention Services Manager. There is no charge, unless a group wants doors rekeyed to where as only the group contacts and Peppermill Security will have keys to their lockable rooms. There is a \$150.00 rekeying fee and there will be a \$350.00 rekeying for lost keys. Keys must be returned to your Catering & Convention Services Manager or a Peppermill Banquet Captain at the conclusion of your events. In providing keys to a room, Peppermill Resort Spa Casino assumes no liability for the security of the items within the room. Peppermill Resort Spa Casino Ballrooms have airwall doors that do not lock. A minimum of two (2) weeks notice is required to re-key Meeting rooms and Offices.

In re-keying a room, Peppermill Resort Spa Casino assumes no liability for the security of the items within the room.

Please note that most all meeting rooms are joined by airwall doors that cannot be completely secured. If you have items of value in these rooms we strongly suggest security coverage. Peppermill Resort Spa Casino is not responsible for lost or damaged items left in meeting rooms.

Meeting Requirements

Detailed specifications as to meeting room set-ups, audio visual equipment, telephone services, menus, and additional requirements are due forty-five (45) days in advance of your event in order to distribute the Hotel event orders and resume in a manner that allows time for proper scheduling of employees.

Please read all of the Meeting Resume and Event Orders carefully to ensure that your meeting is properly represented. Substantial changes requested after the room has been set are subject to availability of labor and shall be assessed a labor fee that is currently \$35.00 per hour per Meeting Service Provider with a 4-hour minimum per provider. A \$35.00 per hour fee shall be assessed for each Meeting Services provider for "Tight Turns" less than two (2) hours before beginning of next event.

Meeting Services Hot Line

Dial 85306 from any house phone.

For your convenience we have established a Banquet Services "Hotline." For any convention need, be it more coffee for your break, more chairs for your general session, or temperature concerns; dial 85306 from any house phone. This one number is all you have to call. Your call will be answered by a Banquet Captain who will assist you. The Hotline is answered generally from 6:00 a.m. until 10:00 p.m., seven days per week.

Noise levels

Peppermill Resort Spa Casino retains the rights to regulate the volume of any sound, whether it be music, voice, or special or artificial effects to the extent that the same interferes with other licensees within the facilities or is determined to be offensive or otherwise violates the terms, or the rules and regulations, or license agreement.

Reader Boards

Peppermill Resort Spa Casino provides complimentary posting of meeting information on our Event Directory Boards and the individual flat screen monitors outside each meeting room. Please note the title you give to your individual meetings that appears on the event monitors in our Lobbies, due to physical constraints, may not exceed 40 characters. If you wish the full title to read on these screens, please keep the name of the meeting, including blank spaces, within the 40-character limit.

Standard Meeting Room Amenities

Standard meeting room amenities consist of ivory or black linens for hotel table, water station, podiums, small note pads and pens.

Liability Insurance Requirements

Insurance and Indemnification:

The Peppermill Hotel requires that the convention, decorator or production company obtain and provide evidence of General Liability insurance in the amount of Two Million Dollars with Peppermill Casinos, Inc. named as additional insured prior to load in. Such evidence must be provided via an approved Certificate of Insurance prior to load in.

The decorator or production company must also provide evidence of Worker's Compensation insurance subject to the State of Nevada. Evidence of coverage shall be provided to your Convention Services Manager.

A copy of the City of Reno Fire Department Approved floor plan must be submitted prior to load in. All City of Reno Fire Department plan review fees or Special Event Permit fees are the responsibility of the Decorator or Association. Your Convention Services Manager will need a copy of load in, load out, and approved floor plan at least 2 weeks prior to event start date.

Exhibitors and Group shall indemnify, hold harmless and defend Peppermill Casinos, Inc. (hereafter "Hotel"), its agents, employees and officers from all liability (damage or accident) that might ensue from any cause resulting or connected with transportation, placing, removal or display or exhibits.

Group shall submit to Hotel a proof of the Exhibitors contract before it is sent to the Exhibitors. Exhibitors Contracts must include the following provision:

{Exhibitor} shall obtain and keep in force during the term of the installation and use of the exhibit premises, a General Liability insurance policy, insuring and specifically referring to the contractual liability obligations set forth in this Exhibit, in an amount of not less than \$2,000,000 per occurrence for personal injury and property damage.

Hotel, its owners and its operator shall be named in such policies as an additional insured. In addition, Exhibitor acknowledges that nether the Hotel, its owners nor its operator maintain insurance covering exhibitor's property and that is the sole responsibility of Exhibitor to obtain business interruption and property damage insurance insuring and losses by Exhibitor.

Indemnification

To the extent permitted by law, Patron hereby agrees to protect, indemnify, defend and hold harmless Peppermill Casinos, Inc. (hereafter the "Hotel"), its respective employees, officers and agents, against all claims, losses, or damages to persons or property, government charges or fines, and costs (including reasonable attorney's fees) arising out of or connected with the event, including, but not limited to, the installation, removal, maintenance, occupancy, or use of hotel premises, or a part thereof, by Patron, or any guest, invitee, or agent of Patron, or any

independent contractor hired by Patron, except those claims arising out of the sole negligence or willful misconduct of the Hotel. In the sole judgment of the Hotel, in order to maintain adequate security measures in light of the size and nature of an event, the patron shall be required to obtain, at its own expense, security personnel from a reputable, licensed guard or security agency, doing business in the city or county that the hotel is located. The agency shall be subject to prior approval by the hotel. Security personnel provided by the patron shall not carry weapons and are restricted to the space reserved for the event. All arrangements must be coordinated with the Hotel's regular security force via your Group Services Representative.

Business Center

Business Services Center

Our Business Services Center is here for you and your guests' convenience. Peppermill Resort Spa Casino Business Services Center can provide computer and copier equipment rentals, faxing, copies, Internet access, and miscellaneous business related services. The business Services Center is located across from Tuscan Ballroom.

Hours and Contact Information

Hours: open 24 Hours must have a hotel key to get in

Staffed Hours: Monday through Friday 8a - 4p (Hours can be adjusted for Convention demands)

Phone Number: 775-689-8784

Fax Number: 775-689-7422

Equipment Rentals

The Business Services Center handles all incoming guest faxes (directed to the Business Services Center Fax Line). A resort fee for hotel guests includes Incoming and Outgoing Faxes and Photocopies (limit 5 per day). Listed below are the current charges for receiving an incoming fax for non-hotel guests:

\$3.00 for the first page

\$2.00 for each additional page

Shipping & Receiving / Package Center

Our in-house Package Center handles all shipping and receiving for our guests; however, it is not designed to handle exhibitors and trade show freight. All tradeshow exhibitors must ship directly to their contracted decorating freight company for delivery. Tradeshow and Exhibitor freight misdirected to the Package Center is subject to delayed delivering and/or refusal. The Package Center is located by the Tuscan Ballroom.

Hours and Contact Information - Bell Desk

Hours for the Loading Dock - Shipping and Receiving Monday - Saturday 7:00 a.m. - 3:00 p.m.

SHIPPING TO PEPPERMILL - INSTRUCTIONS:

To ensure proper delivery please follow the address instructions below:

Guest's First & Last Name

Group/Conference and Arrival Dates

c/o Peppermill Bell Desk

2707 South Virginia Street

Reno NV, 89502-4284

*** Recipient's Contact Cell Phone Number** (Not required but HIGHLY recommended)*

*** Guests are recommended to keep note of their tracking number for faster and detailed information.*

*** The Peppermill Bell Desk will not be liable for lost packages or damage incurred during shipping***

SHIPPING OUT OF PEPPERMILL - INSTRUCTIONS:

Each package must have the bill of label from UPS or FedEx, which can be printed out at the self service business center.

There may be a Peppermill table set up in the back of the trade show to bring your boxes to for shipping. (Check with your main contact if your group warrants a shipping table that will be set up by the Peppermill).

If you do not have a bill of label from UPS or FedEx Bell desk has an Air Bill but you must supply the Bell Desk with credit card information to send it out.

Do NOT ship any items addressed to your Catering & Convention Services Manager unless the items are specifically for their use (i.e., hotel specs, rooming lists, etc.)

PRICING

Peppermill ships & receives boxes via UPS and FedEx. All UPS and FedEx same day shipments must be at the bell desk by 9:30am, Monday- Friday. There is no UPS and FedEx pick up on Saturday and Sunday.

Inbound Parcel Processing Fees or using the Bell Desk to transport your Booth Product/Displays:

0- 15 lbs. \$5.00

16- 30lbs. \$15.00

31- 50lbs. \$25.00

** Over 50 lbs. The charge will be \$1.00 per pound, Payable upon guest pick up.*

If a guest has not checked into their room they will have to pay upon pick up.

** Hotel will not open any box or set up booth product displays.*

Outgoing Parcel Processing Fees or using the Bell Desk to transport your Booth Product/Displays:

0- 15 lbs. \$5.00

16- 30lbs. \$15.00

31- 50lbs. \$25.00

** Outgoing Packages will be on the same fee table as Incoming packages. Out going packages will have to be paid for upon Peppermills receiving the package to ship.*

** Outgoing packages cannot be charged to a room, as we will not have the ability to check to see if the room is vacant or occupied*

** Bell Desk is not equipped to handle boxes more than 50 lbs.*

Advertising

All public advertising, promotion, direct marketing, collateral, or Internet marketing materials that mention Peppermill Resort Spa Casino by name and/or by use of our logo or intellectual property must be approved in advance by the Director of Advertising Operations and Director of Advertising Creative. All requests will be reviewed in a timely manner. All requests go through your Convention Services Manager.

Materials

Distribution of Printed Material

All convention-related brochures, magazines, flyers, and similar printed materials ("Convention Publications") to be delivered to guestrooms in The "Peppermill Resort Spa Casino" shall be delivered exclusively by Peppermill Resort Spa Casino personnel. All convention publications must be approved in advance by the Client and by "Peppermill Resort Spa Casino." Peppermill Resort Spa Casino may consolidate one (1) or more items comprising convention publications for purposes of any and all deliveries. The Client agrees to pay Peppermill Resort Spa Casino as a service charge for each delivery the sum of \$1.50 (door delivery placed in hanging plastic bag) or \$2.50 (in-room delivery) for each item comprising a convention publication, multiplied by the number of guest rooms where delivery is to be made. As used herein, "delivery" means a scheduled distribution of one convention publication to each designated guestroom in "Peppermill Resort Spa Casino." Three (3) or more items to be delivered to guest rooms on the same day will require packaging in plastic bags. If the Client undertakes responsibility for packaging convention publications, the Client will deliver the necessary number of pre-packaged items to a location designated by "Peppermill Resort Spa Casino," and the delivery service charge will be as mutually agreed by the Association and "Peppermill Resort Spa Casino." Please coordinate with your Convention Services Manger regarding

charges if your distribution will require packaging or special handling by “Peppermill Resort Spa Casino.”

Delivery Charges: *Delivered Outside Room \$1.50 per room, per door knob-hanging bag delivered inside room \$2.50 per room, per item Distribution of gummed promotional stickers or labels by the Group, Exhibitors, or Affiliates is strictly prohibited. Any actions necessary for the protection and/or repair of the premises, equipment, or furnishings will be at the expense the Client to whom the space was originally contracted. In the event the client has sub-leased their space to an Affiliate or Exhibitor, it shall be the client’s responsibility to enforce the stated policy. The client shall be liable for any damages caused by gummed promotional stickers that are passed out/distributed either by the client, the client’s affiliates, or the client’s exhibitors.*

Exclusive Dealing Arrangements

Any requests for an exclusive arrangement with respect to the delivery of Convention Publications or use of the In-house Television Channel must be made by the Client in writing. The reasons for the request will be specified, and the Client agrees to provide a copy of any such request to any and all third parties that will be affected by such an arrangement and are known to the Client.

Literature

Literature on display shall be limited to reasonable quantities. Reserved supplies shall be kept in closed containers and stored in a neat and compact manner.

Signage & Promotional Materials

Promotional Material

Nothing shall be posted, nailed, screwed, or otherwise attached to columns, walls, floors, or other parts of the building or furniture. Distribution of promotional gummed stickers or labels is strictly prohibited. Anything in connection therewith that is necessary or proper for the protection of the building, equipment, or furniture will be at the expense of the organization to which the space is/was contracted.

Program/ Hand Outs

If you want Peppermill Resort Spa Casino to place convention related programs or handouts in the seats or at the place settings of your function please provide information on these items with your meeting requirements. In some cases, there may be a charge for this service.

Public Areas

Peppermill Resort Spa Casino public areas offer your guests a setting from one of the world’s most beautiful cities. With this in mind, please adhere to the following policies:

- A. Peppermill Resort Spa Casino does not allow exhibits, banners, or displays in public spaces; they must be inside a function room.*
- B. Registration Desk locations must be approved in advance by your Catering & Convention Services Manager.*

Radios:

It is recommended that larger groups use radios for communications within the building. In the event that you arrange for radios with an outside company, please include one radio for your Catering & Convention Services Manager, one radio for our Technical Services department, and one radio for our Banquet department.

Outside Transportation

Please forward to your Catering & Convention Services Manager your transportation plan with the following information included:

- Name of Transportation Company that you have selected.*
- Key contact on-site for shuttle buses.*
- Telephone number.*
- Number of buses being utilized on the property.*
- Number of routes that will be running.*

- *Schedule of dates and hours of the shuttle service.*
- *Hours of peak traffic inbound and outbound.*
- *Private charter loading and unloading area (this area must be blocked by your Catering & Convention Services Manager and is treated just like Ballroom Space). Departure areas for all off-site transportation must be approved by the Director of Hotel Services. For groups that have DMCs, please provide the name of the contact. All shuttles should be restricted to their assigned transportation slips. Any extra shuttles/busses will be staged along the shared access road and will require that this be coordinated by the DMC or transportation company. They must not block doors, elevators, or phones.*
- *Taxi Authority Service information.*
- *Limo staging, loading, and unloading area (again, this area must be blocked by your Catering & Convention Services Manager and is treated just like Ballroom Space).*
- *Destination list: where the shuttle service originates and returns.*
- *Any special requirements.*
- *Any potential challenges.*

Please provide this plan to your Catering & Convention Services Manager at least thirty (30) days prior to your first move-in day.

All arranged transportation must depart from the Transportation Area. Bus slips must be reserved by your Convention Services Manager.

Meeting Planner's Checklist

12 Months Out:

- Determine the number of guest rooms to be set aside for a sub-block for your staff/VIP rooms.
- Review reservation procedures for general attendees.
- Submit a copy of your housing form for approval (if applicable).
- Submit a copy of your exhibitor contract for approval (if applicable).
- Review suites held (COMP or otherwise).
- SUBMIT A TENTATIVE PROGRAM.

9 Months Out:

- Submit the Company and contact names of your decorator, production company, security company, and any other outside companies you may be utilizing.
- Submit a copy of your certificate of insurance, naming Peppermill Resort Spa Casino as additional insured.
- Update tentative program.

6 Months Out:

- Submit a copy of your exhibitor list (if applicable).
- Submit a Fire Marshal-approved floor plan of your exhibit hall.
- Submit a definite and detailed program of all meetings, food and beverage functions, and exhibit hall hours with start and end times, a head count, and set-up style (theatre, classroom, conference, etc.) for each function.
- Release all space not being utilized back to the Hotel.
- Submit an outline of any functions requiring set-up time of more than 2 hours prior to scheduled start time.
- Return a signed copy of the Acknowledgement Sheet for Peppermill Resort Spa Casino Policies and Procedures (included in the initial Conference Management Welcome Packet).
- Review your equipment requirements to determine if you have needs beyond the standard Hotel inventory. Needs beyond Hotel inventory will incur additional charges that will be billed to the group's Master Account.
- Submit an outline of power and rigging requirements to the Hotel.
- Review any equipment you are renting, including office equipment, two-way radios, copy machines, and cellular phones.
- Submit a copy of your mailings to your attendees.
- Determine arrival/departure location for all planned transportation with your Convention Services Manager.

90 Days Out:

- Provide shuttle bus schedules.
- Provide an outline of your telephone and data outlet requirements.
- Decide dates and times for pre-convention and post-convention meetings.

Meeting Planner's Checklist (continued)

60 Days Out:

- Discuss Hospitality requirements with Catering Manager.
- Submit detailed and final specification for food and beverage requirements for each of your functions.
- Submit credit requirements.

45 Days Out:

- Submit detailed and final specification for the set-up, and audio-visual, requirements for each of your functions.
- Submit a list of reservations for your staff/VIPs/speakers to include arrival/departure dates, type of accommodation requested, special requirements, and method of payment for room and incidental charges.
- Submit rooming list for your general attendees (if applicable).

30 Days Out:

- Submit an outline of any rehearsals that will be held in function rooms.
- Finalize any outstanding details needed for your arrangements.
- Submit final production schedules.
- Submit any VIP transportation requirements.
- Submit notification of any news or print media that has been invited to any of your events.
- Finalize arrangement for any organized group transportation.
- Submit Insurance Certificates for all outside vendors hired by your organization to do work on your behalf. (Please note prior to work being done in Peppermill Resort Spa Casino, all outside companies must have certificates on file.)

14 Days Out:

- Return signed and approved group resume for distribution in Hotel.
- Review Event Monitor posting(s) for all functions.
- Submit any changes to original BEOs provided

10 Days Out:

- Provide arrival/departure manifest (if applicable).

7 Days Out:

- Submit any changes to original resume provided.

3 Business Days prior to function:

- Submit guarantees for all food & Beverage Event, with applicable split entrée counts, to the hotel by 10am. Your minimum guarantee will be held to 75% of your contracted expected guests. If a guarantee number is not provided, the expected number of guests will be entered as your guarantee. The Peppermill will set and prepare for 5% above the guarantee. Please review the Banquet Policies section above for further details. If you should have any questions, please contact your Catering Manager.