



## Outside Vendor/Contractor Exhibit Guidelines

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Audio Visual: ENCORE is the on-site vendor for the Hilton Minneapolis. They provide complete in-house event technology with state of the art equipment and professional technicians. ENCORE will provide a comprehensive proposal after discussing your production requirements and budget. ENCORE has a proven record of service excellence and competitive pricing and is committed to providing a seamless experience and value for you, your speakers and attendees. ENCORE are highly recommended by the hotel management staff and our customers. Customer references are available upon request.

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If an outside vendor is selected, they must follow all rules of the hotel. Please refer to this entire document for specific requirements for hold harmless, personnel, load in procedures etc.

Contractor/Vendor Billing: Unless requested by the authorized client contact and the Hotel's group billing coordinator, all outside contractor related charges will be the sole responsibility of the outside contractor. All estimated charges will be due in advance and are subject to normal prepayment schedules. If credit needs to be established, contact the Hotel's Credit Office for credit application and approval.

Contractor/Vendor Personnel:

1. Areas of Access: All contractors/vendors must stay in designated job site areas. Access to "front of house", guest elevators/floors or "back of house" kitchen, offices etc. is not allowed.
2. Bag Check: All bags and boxes are subject to a Security check upon entering or leaving the building.
3. Behavior: Profanity, loud or aggressive behavior and/or lack of respect for customer, hotel guests, hotel management or employees will not be tolerated.
4. Cafeteria: Under no circumstances are vendors/employees to use the Hotel Employee Cafeteria.
5. Dress Code: All contractors/vendors will be required to wear uniforms during performance of their contracted job duties while on site. If no uniforms are provided, the Hotel requires that all workers are dressed with shirts, closed toe shoes, long pants or dress shorts. Tank tops, bare backs, bathing suits, torn clothing or T-shirts with offensive pictures or language will not be permitted during performance of job duties.
6. Drugs/Alcohol: The Hotel is committed to a drug and alcohol free work place.
7. Food & Beverage: Vendors/Contractors are allowed to use hotel outlets for food service only. No discounts are allowed. No large parties (in excess of 4 persons) will be allowed. No alcohol may be consumed while on hotel property. Behavior must be in accordance with other points outlined in policy.



8. Employee Locker Room: These are for the sole use of hotel employees and are not to be used by contractor/vendor.
9. Entrance: Vendors may only use hotel employee entrance, and are required to check in with security to receive visitor pass. Pass must be worn at all times for access to any area beyond the loading dock. Photo ID may also be required.
10. Hotel Equipment: Contractor/Vendor is not authorized to use any tools, motorized equipment or other furnishings of the hotel without express written permission from hotel management.
11. Identification: All vendor employees must have a government recognized form of identification while on hotel property.
12. Personal Business: Family members and friends are not allowed on hotel property.
13. Personal Property: In no event shall Hotel, Owners or Hilton Hotels Corporation be liable for any damage to or loss of personal property sustained by Contractor or its employees.
14. Smoking: There is no smoking allowed on hotel property to include the Parking Garage.
15. Supervision: Each contractor/vendor company will be responsible for providing a primary contact or supervisor along with a cell number for the individual. The designated contact or supervisor will be responsible for the actions of their employees at all times while on the hotel premises and will respond positively to Hotel Security or Management when addressed. The designated contact or supervisor will be responsible for informing and ensuring that all crew members involved in any phase of production (either on a full or part-time basis) are made aware and knowledgeable of the conditions listed in this policy.
16. Work Area: All contractor/vendor work areas must be kept clean and safe at all times; Hotel employees are not responsible for cleaning up after a job set up, during excursions, or job teardown.

If at anytime any of the above-mentioned policies are violated, the Hotel reserves the right to require Contractor's operations to cease if, in the Hotel's reasonable estimation, these policies are not being adhered to.

Diagrams/Permits: City of Minneapolis Bureau of Fire Prevention and Public Safety regulations must be followed without exception. It is the responsibility of the contractor/vendor to produce scaled diagrams of the Production area. All necessary permits and approved diagrams must be submitted to the Hotel Event Services office for review 14 business days prior to load in. Assigned Event Manager will advise on any logistic, safety or equipment concerns.

Door Dimensions:

Minneapolis Ballroom (Salons A-G)	80" x 96"
Salon B Right Door	96" x 96"

Electrical: The Hilton Minneapolis requires that all electrical power, and the labor to install, operate and remove, be provided by the hotel Engineering department for all functions on hotel property.



Exits: At no time may any egress to a designated exit be blocked or have any obstruction. No curtains, drapes, or decorations shall be hung in such a manner as to cover any exit signs. Adherence to all local fire codes will be the sole responsibility of the outside vendor. All additional "EXIT" signs must be illuminated and battery-operated.

Exposition/Drayage:

1. Prior to finalizing exhibitors' kits, a copy must be sent to the Hotel Event Manager for approval.
2. As Encore is the official in-house A/V and telephone provider for the Hilton Minneapolis, they are to be included as the A/V contractor in all exhibitors' kits, unless the client has confirmed use of another A/V company for their events at the hotel.
3. All exhibitor drayage must be sent to the Exposition/Drayage warehouse for storage. This point should be emphasized in the exhibitors' kit sent to the individual exhibitors. The hotel reserves the right to refuse all shipments sent to the hotel prior to the exhibit hall set-up date. If the exhibitor arranges with the hotel and the drayage company to have its shipment arrive on the set-up date, it is the responsibility of the Exposition/Drayage Company to take receipt and possession of the freight on the loading dock. If the hotel elects to accept drayage for exhibitors prior to set-up date, FedEx Office will receive and store the freight. There will be handling charges from FedEx for the receiving, storage, and handling of all freight received prior to the Exposition/Drayage Company's arrival. Any movement of boxes/pallets will be charged current FedEx Handling Fees.
4. All packages/freight from the exhibit area for pick-up by selected carriers will be the responsibility of the drayage company to inspect forwarding labels and bills of lading. The Drayage Company will have the exhibitor sign a document releasing the hotel's liability and accountability over the packages/freight turned over to the drayage company for pick-up from the hotel. Packages/pallets may not be staged on the loading dock for pick up. Any packages/pallets left on the loading dock will be stored by FedEx and charges will apply.
5. During break periods, one Exposition/Drayage representative must be present in the exhibit hall and one representative must be present on the loading dock, in order to receive and distribute freight to meet exhibitor requirements.
6. The hotel will turn over a clean, cleared and vacuumed exhibition hall to the Exposition/Drayage Company on the date of set-up. In return, the exhibition hall must be given back to the hotel in the same condition (clean, cleared and VACUUMED) at the time that is outlined in the client's contract. If the Exposition/Drayage Company goes beyond the contracted time without prior written authorization from the hotel, there will be a charge of \$150.00 per hour, for every hour the vendor goes over the contracted time. If the Exposition/Drayage Company does not give the hotel the exhibition hall back clean, cleared, and vacuumed, there will be a \$150.00 per hour fee charged to the Exposition/Drayage Company. The Exposition/Drayage Company will not be allowed to work on hotel property again, until the above charges are paid in full.

Fire Marshal Approval: All events which involve outside staging/draping and exhibit/demonstration diagrams are required to have written approval by the local Fire Marshal. It is the responsibility of the vendor/contractor to submit and obtain and pay for any processing fees. Final diagrams are to be



submitted electronically to the Event Services/Catering office at least 14 days prior to load-in. **No vendor will be allowed to load-in without a Fire Marshal approved plan.**

<https://dps.mn.gov/divisions/sfm/Pages/default.aspx>

**Fire Watch:** A manned fire watch may be required by the City of Minneapolis Bureau of Fire Prevention and Public Safety. Vendor/contractor is responsible for submission of application, obtaining permits and all associated fees for processing and fire personnel required.

**Floor Load Limitations:**

Minneapolis Ballroom	150 lbs. per square foot
Symphony Ballroom	100 lbs. per square foot
Marquette Ballroom	100 lbs. per square foot

**Freight Elevator:** Interior Dimensions – Depth: 18’7”; Width: 8’; Height: 7’  
Weight Limit – 8,000 lbs.  
Services Street Level to Fourth Floor

**Heating and Theatrical Displays:** Use of Candles, fuels for heating food such as Sterno®, cooking stations using butane, lasers and fog machines are subject to federal, state or local regulation which shall be adhered to. It is the responsibility of vendor/contractor to obtain and pay for all permits. Permits must be submitted to Hotel Event Services offices 10 days prior to event.

**Hold Harmless/Insurance:** The attached hold harmless agreement must be signed and proof of insurance submitted 30 days prior to event.

**Loading Dock:** The hotel Loading Dock is located on 10<sup>th</sup> Street and 2<sup>nd</sup> Avenue for access to the Ballroom and/or Exhibit Hall. A schedule of load-in/load-out times must be submitted to the Catering or Event Services office no less than 10 days prior to start date for all activities, including all sub-contractors that have been hired by the vendor. The Loading Dock is available on a first come, first serve basis.

1. The Loading Dock Door on 10<sup>th</sup> Street is 18' high and 14' wide. The Loading Dock Door on 2<sup>nd</sup> Avenue is 22' high and 14' wide.
2. The Loading Dock has 2 bay(s) which will accommodate tractor trailers 80' in length and 13' 6" in height.
3. The following trailers will not fit at the Dock but can be unloaded on the street with a forklift:
  - Example: Trailers with refrigerator units on top.

**Moving Equipment:** The contractor /vendor must supply their own transportation devices (to include: electric and manual pallet jacks, packaging materials and equipment, please note hotel does not permit the use of Fork Lifts) to move equipment in and out; carts or lifts should be electrical. It is imperative that the vendor provide sufficient amounts of equipment to move the drayage as it is against hotel regulations to lend any hotel equipment to outside contractors or vendors.



**PolyTak is mandatory for any load in and load out of cases, pallets, lifts, large carts, etc. that move from the loading dock into the meeting space or meeting space to loading dock. The Exhibition/Drayage Company is responsible for laying PolyTak prior to any load in or load out. PolyTak must cover all carpeted areas from loading doors to storage areas and set-up/tear-down pathways. Encore will monitor all installation and removal of PolyTak. If the Exhibition/Drayage Company cannot or chooses not to install the PolyTak, Encore can facilitate the installation and removal of PolyTak. See Encore Production Services information sheet for polytak charges.**

OSHA: It is the responsibility of the vendor to ensure that work is conducted in a manner that will not pose any potential safety hazard to either guests or Hilton employees and meet Hotel, State and OSHA fire and safety codes. Hotel management has the authority to not allow entry of guests into the room until any unsafe conditions have been satisfactorily corrected.

Parking: Upon approval of the loading dock manager, trucks and containers may be **temporarily** parked at the Hotel Loading Dock and must be removed as soon as they are emptied. Vehicles used in the delivery, transportation, or storage of equipment cannot be left on Hotel property overnight. Arrangements for removal of vehicles or containers will remain the responsibility of the contractor/vendor. Any vehicles left on Hotel property overnight, without written hotel approval, will be towed at the vendor's expense.

Safe Work Practices: It is the responsibility of the vendor to ensure that all areas (including back of the house) production equipment and cords are secured in such a manner that it will not pose any potential safety hazard to either guests or Hilton employees and meet Hotel, State and OSHA fire and safety codes. Aisles and emergency exits shall be kept free of debris at all times and maintain a minimum width of 24".

Storage: Storage space for outside vendors/contractors will be the sole responsibility of the selected vendor. The Hilton Minneapolis is under no obligation to provide such space. No equipment or cases are to remain in the Foyer or "back of the house" areas at any time. Any empty cases are to be removed from the hotel and brought back for load-out.

Trash Removal: The contractor/vendor is held completely responsible for leaving the facility or facilities utilized in the same condition prior to load-in. This will include disposal of trash, pros, cardboard boxes, etc. and vacuuming of room (exhibits), service elevator landings and hallways used to access exhibit/function areas.

Walk Through Report: Hotel Management will conduct a walk-through of all areas for load in, set up and event in advance of load in to document the condition of space. Contractor is required to participate in the walk through and sign off on the report prior to load in. Copies of this report will be provided to the Outside Contractor, Hotel Security, and the Event/Catering Manager.

At the conclusion of the event, after load out, a walk-through will be conducted to document the condition of the space. Contractor is required to participate in the walk through and sign off on the report prior to departure. All fees assessed for damage must be settled/paid for prior to departure.

A Hotel Liaison Fee may be assessed for the supervision of Load In, Set Up, Tear Down, and Load Out Phases of the Event if these guidelines are not adhered to. Additional fees may be assessed for load in and load out overnight hours or holidays.



The undersigned is an authorized Agent of Contractor and has read and agreed to all terms of conditions to perform services on hotel property.

Dated:

By:

Title: Account Executive