



EVENT MANAGEMENT GUIDELINES



**GAYLORD
ROCKIES™**

GAYLORD ROCKIES RESORT & CONVENTION CENTER
6700 N. Gaylord Rockies Blvd. Aurora, Colorado 80019
(720) 452-6900 • GaylordRockies.com

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I. EXCLUSIVE SERVICES

AUDIO SYSTEM/LIGHTING SYSTEM

The hotel's permanent audio system shall be accessed, operated and maintained exclusively by the hotel. Outside companies are permitted to interface equipment with the hotel's permanent systems exclusively under the supervision of the in-house AV provider, Encore. Patching fees will be assessed at the prevailing rate.

Encore must provide an on-site technician when outside companies require access to the ballroom house PA system or lighting system. Charges are posted at the current hourly rate. The hotel reserves the right to limit sound levels to maintain a comfortable meeting environment for all guests. All audio and performance-based sound checks must be coordinated in advance through your Event Manager.

AUDIO VISUAL IN HOTEL SUITES & SLEEPING ROOMS

Encore retains exclusive rights to install and remove audio/visual equipment within hotel rooms and/or suites, Grand Lodge and restaurants. For security purposes, outside vendors are not permitted access to hotel guest rooms or suites.

BUSINESS CENTER / PARCEL RECEIVING

FedEx Office retains exclusive rights to operate a retail Business Center that provides business services (e.g. photocopying, facsimile services) to hotel guests, group attendees and exhibitors. Consult your Event Manager for the current hours of operation. Customized hours are available with advance notice.

FedEx Office is available for the receiving and distribution of conference materials. Receiving of all conference-related materials will be billed at the prevailing rate. Please contact your Event Manager for specific pricing and customized package handling.

COMMUNICATION AND NETWORK SERVICES

The hotel will exclusively provide all connectivity from the demarcation to the facility for telephone and data requirements. The hotel will exclusively provide all connectivity for bandwidth outside of the hotel including Internet, VPN transport and dial tone.

ELECTRICAL SERVICES

Electrical Technician is required to install all electrical needs. Electrical requirements shall be communicated to your Encore Sales Manager. Electrical services will be charged to the group master account at the prevailing rates.

FOOD AND BEVERAGE

Due to liability and legal restrictions, no outside food or beverages of any kind may be brought into the hotel by the customer, guests, exhibitors or other suppliers. The hotel is the only licensed authority to sell and serve liquor for consumption on the premises. Law requires persons to be a minimum of 21 years of age to consume alcoholic beverages. The hotel reserves the right to refuse alcohol service to anyone.

MINIMUM STAFFING REQUIREMENTS

1. A representative from the hotel's Safety and Security Services department must be present during all exhibit hall, production and audio visual move-in and move-out of Gaylord Rockies Resort convention space. Services will be billed at the prevailing rate.
2. A Encore Convention Supervisor must be present to conduct a walk-through of any assigned exhibit and production space prior to move-in (to review existing damage) and directly after move-out (to review new damages). Copies of the walk-through report must be signed by the on-site decorator or production company contact. Services will be billed at the prevailing rate.

I. EXCLUSIVE SERVICES

RIGGING SERVICES

The hotel retains exclusive rights to all rigging services and rigging equipment. All rigging must be installed and supervised by Encore, our exclusive, in-house rigging provider, and includes labor, truss, motors, chain hoists and associated hardware (span sets, steels, shackles, etc.). Encore is also our preferred provider of carpet protection (Poly Tak), production staging and stadium-style riser seating.

SAFETY AND SECURITY

Gaylord Rockies Resort & Convention Center Department of Safety and Security is the exclusive provider of all security required by the hotel and for all security requests.

NOTE: Security is required for all load-ins and load-outs at all hotel points.

UTILITIES

The hotel will provide all utility services (electrical, water/drain and compressed air). The hotel reserves the right to inspect all exhibitor and production equipment for safety and/or code compliance. All electrical equipment shall be "UL" listed and labeled. The hotel will be responsible for the installation and removal of all equipment, parts, fittings, connectors, etc., necessary to provide such utilities.

SPA

Relâche Spa, the hotel's in house spa is exclusive to all massage chair, treatment and salon services. Services are available for hire within event space, contact your Event Manager for more information.

CLING/ADHESIVE BRANDING

Freeman and FedEx Office are exclusive to printing and install/removal of all cling or adhesive based branding options.

TENTING

Colorado Party Rental or Event Rents are exclusive to any tenting on the property. Customer is responsible for all permitting and charges, to include any necessary service tents.

II. LIFE SAFETY AND FIRE CODE REGULATIONS

CABLES

Cables cannot cross doorways, aisles or walkways. All cable placement and pathways must be approved by the hotel prior to installation.

CAPACITIES AND ROOM LAYOUT

Listed capacities of all meeting rooms and exhibit hall spaces must be strictly adhered to. All room sets must comply with federal, state, and local safety codes. At no time shall an exit door be chain locked, blocked, tied open or obstructed in any way.

ELEVATORS/ESCALATORS

Equipment and freight may only be transported via the freight elevators. Hotel personnel will supervise the use of freight elevators. Passenger elevators and escalators are for guest use only.

EXIT DOORS

At no time shall an exit door be chain locked, blocked, tied open or obstructed in any way. This includes placement of signage, screens, vehicles, barricades, storage, tables, carts, curtain walls or other convention related materials that may impede the path of egress from an exit door.

FIRE REGULATIONS AND LIFE SAFETY

Compliance with all federal, state and local fire and building codes is required for all group activity. All emergency equipment, exits, aisles and walkways must remain unobstructed. Curtains, drapes or decorations shall not visually or physically obstruct exit doors, exit signs, fire alarms, audio/visual devices, hose connection cabinets, standpipes, fire extinguishers or fire extinguisher cabinets, or other life safety equipment at any time. If the permanent exit signs are obstructed from view, additional temporary exit signs shall be provided indicating the route to the exit door. Exit paths shall remain clear of obstructions. This includes the service corridor and pre-function areas.

A minimum of eight feet is required to be clear in the service corridor to all exit stairways at all times. The pre-function area shall have a minimum of one half (1/2) of the floor space clear with a clear path of travel to all exits.

Special permits are required for events or exhibits that involve pyrotechnics, cooking, covered or multi-level exhibits or other potentially hazardous situations (e.g. vehicles, open flame use or demonstration of equipment using liquid fuel inside of building). Permit information can be obtained through your Event Manager.

FLAME PROOFING

All materials used in the convention center must be non-flammable or flame retardant. A certificate of flame proofing is required for tents, awning, drapes and all decorations.

FLOOR PLANS

Exhibit and production floor plans must be submitted a minimum of thirty (30) days prior to event for approval and permitting by Aurora Fire Rescue. The plans shall include:

1. Layout of exhibits, seating/table arrangements, staging, and audio visual as well as use of building
2. Exits: mark egress aisles and exit doors
3. All temporary curtain walls
4. Fire Extinguisher Equipment: size, location and type
5. Dates: move-in, move-out and times open to the public
6. Contacts: names and telephone numbers of all contact persons
7. Any structure constructed inside of building: detailed plans must be submitted 15 working days prior to event
8. Vehicles: type and number with diagram of placement (also see Vehicles Section: Section X and Section XI)

NOTE: *Should food and beverage be served in the exhibit hall a banquet food and beverage service area must be provided. Your Event Manager will determine the appropriate minimum amount of floor space required based on the events that will take place.*

SEATING REQUIREMENTS

Maximum Theater Section: 14 chairs per row, 14 rows per section
Maximum Classroom Section: 6 tables per row, 14 rows per section
Ballroom Sets: 8' perimeter required around the room
Full Ballroom Sets: 8' aisle minimum
(2) Ballroom Sections Combined Sets: 6' aisle minimum
Ballroom Sections Individually: 4' aisle minimum
Breakout Sets: 3' aisle minimum

NOTE: *Any object (projector, riser) that extends into an aisle will require appropriate removal of seating around it to maintain appropriate path width. Eight feet minimum aisle required between front row and stage or confidence monitors.*

Seating will be staged in the ballrooms for the incoming set. Rooms are not able to be "clean and clear" for production setup.

II. LIFE SAFETY AND FIRE CODE REGULATIONS

HAZARDOUS MATERIALS

The group is responsible for removal of hazardous waste and must comply with all federal, state and local regulations regarding the handling and disposal of materials. Hazardous waste includes materials that are toxic, corrosive, reactive, ignitable or biohazard. A Material Safety Data Sheet (MSDS) must be provided.

HAZE/FOG/SMOKE MACHINES

The use of haze or smoke/fog machines must be approved through your Event Manager. Fire watch is required for all times when the haze/fog or smoke machines are used, including rehearsals. Fire watch personnel will be arranged through your Event Manager and the Hotel's Safety and Security department at the prevailing rate. A schedule of rehearsal and show times must be submitted no later than three (3) weeks in advance. Only water based machines are permitted.

OPEN FLAME

Candles are permitted on tables if securely supported on a non-combustible base. Candle flames must be protected using a votive holder or other non-combustible containers, and flame must be 2 inches below the top of the candle holder.

PYROTECHNICS/SPECIAL PERMITS

Special permits are required for events or exhibits that involve pyrotechnics or other potentially hazardous situations (e.g. vehicles, open flames). Permit information can be obtained through your Event Manager. A fire watch personnel is required during pyrotechnics rehearsals and events. Fire watch personnel must be arranged through your Event Manager and will be billed to the group master account at the prevailing rate.

NOTE: *In the City of Aurora it is unlawful for any person to discharge any permissible consumer fireworks between July 5 and June 13 of the following calendar year. Fire Bans may be set in place by the city at their discretion due to environmental factors. Special permits can be requested for Fire Work displays but is subject to current conditions.*

SMOKING

The Gaylord Rockies Resort & Convention Center is a smoke-free environment. Smoking is only permitted outside in designated areas.

UNMANNED VEHICLES

Segway scooters (at walking speed only) are permitted in public areas of the hotel only when the operator represents that the equipment is a mobility assistance device for a disability condition. Other operators without reported disability should be advised that the equipment is not accepted for use in the Gaylord Rockies public areas, including, but not limited to the tradeshow halls at the Gaylord Convention Center. Use of a Segway may be excluded in areas that are relatively high foot traffic venues.

*Exterior drones are prohibited due to proximity to Denver Airport. There are very limited scenarios where drones will be allowed inside the property. This policy may be considered, however, prior review and approval (in writing) must be obtained from Gaylord Rockies Safety Services Director. Any such requests must be made at least 60 days prior to any event to allow for sufficient review time. This policy also applies to any un-manned vehicles.

III. FACILITY GUIDELINES

AIR WALLS

Air walls in the meeting rooms, ballrooms and exhibit hall are to be moved by hotel staff only. No rigging, hanging, taping or affixing items to the airwalls or their tracks.

AUDIBLE LEVELS

The hotel reserves the right to limit sound levels to maintain a comfortable meeting environment for all guests. All audio and performance-based sound checks must be coordinated in advance through your Event Manager.

AUDIO SYSTEM

The hotel's permanent audio system shall be accessed, operated and maintained exclusively by the hotel. Outside companies are permitted to interface equipment with the hotel's permanent systems exclusively under the supervision of the in-house Audio Visual provider, Encore. Patching fees will be assessed at the prevailing rate. Encore must provide an on-site technician when outside companies require access to the ballroom house PA system or lighting system. Charges are posted at an hourly rate.

AUDIO VISUAL/PRODUCTION MOVE IN & MOVE OUT

During all move-in and move-out hours utilizing hotel docks, a representative from the hotel's Safety and Security department must be present. Encore Convention Supervisor must be present in the event space during these times.

BANNER HANGING

Gaylord Rockies Resort & Convention Center does not allow display of any promotional materials such as, but not limited to: handbills, flyers, posters, banners, stickers, et al. These items may not be displayed in hallways, room corridors. All requests for display of official banners and/or signs must be coordinated in advance through your Event Manager. Any signs or banners hung will be subject to rigging costs from the hotel's preferred Audio Visual provider, Encore as well as a branding fee.

BOX MOVEMENT (SHOW-RELATED MATERIALS)

The movement of boxes is the responsibility of the group. Box shipment should be coordinated in advance through your Event Manager or the hotel's preferred partner, FedEx Office. Box movement handled by hotel staff will be billed to the group master at the prevailing rate.

CARPET PROTECTION

All carpeted areas must be protected in advance of move-in and move-out. Areas requiring protection include, but are not limited to, storage rooms, production areas, audio visual storage room, etc. Carpet protection is required under all production stages as well as the backstage area. When rolling road cases or any equipment across carpeted floors, Poly Tak must be applied in the area being traversed in order to prevent damage to the carpet. Lifts must remain on Poly Tak at all times while on carpeted surfaces. Damage repair costs caused by lifts or other equipment will be the responsibility of the contractor.

CATERING GUARANTEES

Ten (10) business days prior to function date:

- Hotel requires the customer to submit an expected (exp) number of guests for each scheduled event. The expected (exp) number of guests is reflected on the banquet event order. Should the expected (exp) number fluctuate by more than 10% thereafter, the hotel reserves the right to increase per person pricing for those attendees by an additional 20%

Three (3) business days prior to function date:

- The final guaranteed (gtd) number of guests must be submitted by 9 am MDT. The guarantee (gtd) is reflected on the banquet event order. If the guarantee (gtd) is not received by the cut off date and time, the hotel will default to the expected (exp) number provided during the planning process or as stated above.
- The guarantee (gtd) becomes the minimum number of guests used in calculating food preparation and staffing needs. Should the actual number of guests in attendance of the event exceed the guarantee (gtd), the customer will be charged for that number of total serviced guests.

CONFETTI AND BALLOON DROPS

The use of confetti and balloon drops must be approved in advance through your Event Manager and is subject to a clean-up charge of \$500.00+ per instance. Mylar or metallic confetti is not allowed.

III. FACILITY GUIDELINES

CUSTODIAL SERVICES AND WASTE REMOVAL

The hotel provides, at no charge, custodial services for all public areas, restrooms and meeting rooms. The group is responsible for all show-related waste removal in any ballroom, meeting room, exhibit or public space. This includes, but is not limited to, bulk trash, production and staging-related waste to include Poly Tak and Visqueen, exhibitor waste and adhesive products. Dumpsters can be arranged through your Event Manager, at the prevailing rate. It is the responsibility of the production company/general contractor to return the assigned space to move-in condition. All debris must be removed from the Convention Center and loading dock area. Post-show cleanup is the decorator/production crew/freight mover's responsibility including: spot scraping tape marks, sweeping, spot mopping spills on the floors and all trash removal. Bulk materials not removed by the group will be removed by hotel staff and billed at the prevailing rate.

DAMAGES

Damages to the hotel as a result of group activity will be subject to a repair charge. A scheduled walk-through must be arranged through your Event Manager prior to move-in and after move-out to assess condition.

DÉCOR GUIDELINES

Any event design proposals and diagrams must be copied to the Event Manager no later than thirty (30) days prior to the event. All final items being provided by outside sources (e.g. linen, centerpieces, entertainment and foliage) must be identified and copied to the Catering Department no later than 21 business days prior to the event. All power requirements for these functions are due to the Catering Department no later than 21 business days prior to the event and will be charged at prevailing rates.

HELIUM BALLOONS

Secured helium Balloons are permitted in the convention center with prior approval through your Event Manager, however, they are prohibited in the Grand Lodge. Helium Balloons may not be used as giveaways. Helium tanks must be removed from the building daily. Storage of tanks within the building is not permitted. Helium tanks must be secured to a column while inside the building. Balloon retrieval fees may be assessed in cases where rigging labor is required.

MARSHALLING

Marshalling facilities are not available at the hotel property and access is the responsibility of group, general services contractor or production company.

MATERIAL HANDLING EQUIPMENT & LIFTS

Material handling equipment and lifts are not available for use/rental through the hotel. The hotel preferred vendor for lift rentals is Encore. Only electrical moving equipment and lifts (i.e. scissor lifts, boom lifts), with non-marking tires, are to be used in carpeted areas. The use of propane lifts is permitted in the exhibit hall only. Gasoline-powered equipment is strictly prohibited. Forklifts are not allowed on the ballroom level.

MEETING AND CATERING SPECIFICATIONS

Timely receipt of meeting and catering specifications is vitally important to the success of group programs. Final program and specifications should be submitted to your Event Manager no later than 45 days (or contracted time) prior to the start of the program.

MEETING INVENTORY

Meeting equipment (e.g. tables, chairs, risers, easels, etc.) is provided within the limits of hotel inventory. Equipment requirements exceeding hotel inventory is the responsibility of the group. The hotel does not provide production staging. Group requirements for staging may be arranged through your Event Manager at the prevailing rate. Breakout rooms are set with a built in water machine and amenities stationed on the credenza. Ballroom sets will come with a water station with amenities. Schoolroom, conference, u-shape and hollow square setups are linenless tables.

MEETING ROOM RENTAL

Additional meeting rooms in excess of contracted meeting space will be billed at the prevailing rate. The hotel does not guarantee additional space will be available, but will make every effort to obtain space if a request is made. All room rental fees are subject to prevailing service charge and applicable taxes.

GRAND LODGE/OUTDOOR EVENTS

An additional 3% service charge will be applied to all Grand Lodge/ outdoor functions. All fees are subject to current tax. All outdoor catered food & beverage will be served using non-breakable plates and glassware. Glass beverage containers are prohibited during outdoor functions. Plated meal functions cannot be held in outdoor or Grand Lodge spaces. Only reception seating will be available in these areas. All Grand Lodge/outdoor functions must conclude by 10:00 PM. Grand Lodge functions, unless otherwise noted, will be held in the evening only, between the hours of 5:30 PM and 10:00 PM. All requests for Grand Lodge events must be approved by the hotel. All amplified sound in the Grand Lodge is required NOT to exceed 95dB (measure of loudness) and will patch into the hotel house sound system. Entertainment will be permitted for outdoor functions and Grand Lodge buyouts and must conclude at 10:00 PM.

PARKING

All parking (overnight, self, valet, day guest) is billed at the prevailing rates. Self-parking fees do not include in/out privileges for day guests.

SIGNAGE AND DECORATIONS

Gaylord Rockies Resort & Convention Center reserves the right to approve all signage, staging, props, and décor. Signs, banners, or posters are not to be taped, stapled, nailed or affixed in any other manner to the walls or columns in the hotel or Convention Center, nor should they obstruct permanent hotel signage from view. Gaylord Rockies Resort & Convention Center reserves the right to prohibit the erection of props or free-standing display items in the hotel, exhibit hall and other public areas.

STAGING

The hotel does not provide production staging over 12' x 24'. Group requirements for staging may be arranged through your Event Manager at the prevailing rate.

STORAGE

Hotel public areas and service hallways cannot be used for storage of supplies or equipment by guests or contractors. Service hallways and service areas are to be kept clear of all empty crates and cases. Empties are to be placed back on trucks. Empties can be stored in the respective production/exhibits "bone yards" with regard of fire exits, egress and ingress. Storage of empty wooden crates, combustible materials, pallets, cardboards, etc. inside the hotel and convention center is not permitted.

GUEST ROOM EVENTS

Removal of guest room furnishings is not permitted for those instances when meetings are held in suites and/or guest rooms. The hotel will augment existing furnishings with meeting room inventory (e.g. tables and chairs) with 14 days advance notice. Labor rates for placement of meeting room inventory will apply. Contact your Event Manager for specific pricing.

TAPE REMOVAL

Gaffer's tape is the only approved tape for the convention center. Tape must be approved by the Production Coordinator or Exhibit Hall Manager prior to installation. The group is responsible for the removal of all tape and its residue from the convention center, exhibit hall and carpeted surfaces. The cost of cleaning and/or repair to any surface in the hotel will be charged to the group at the prevailing rate.

WEATHER GUIDELINES FOR OUTDOOR FUNCTIONS

For evening functions, Gaylord Rockies will decide by noon on the day of your function whether the function will be held inside or outside.

For daytime functions, Gaylord Rockies will decide by 5:00 PM on the day prior. Should there be a report of 30 percent or more chance of precipitation in the area, the scheduled function will take place in the designated backup location. Temperatures below 60 degrees Fahrenheit and/or wind gusts in excess of 20 mph shall also be cause to hold the function indoors. In all cases, the hotel reserves the right to make the final decision of lightning storms or severe weather conditions that are expected in the vicinity that may endanger the safety of guests or STARS (associates).

NOTE: *Should an event be moved after the weather call, as per the group's request, an additional 3% labor fee will be assessed on event total revenue.*

IV. INSURANCE REQUIREMENTS

All contractors hired by the group to provide labor and/or services are required to submit to your Event Manager a copy of the insurance certificate to include the criteria outlined below. Those companies would include, but are not limited to: General Contractors, Production Companies, Audio Visual Companies, Destination Management Services, Staffing Providers, Pyrotechnic Services, etc.

For additional information, please contact your Event Manager.

INSURANCE CRITERIA

At all times during the term, contractor shall carry and maintain in full force and effect, at his sole expense, the following insurance policies with insurance companies reasonably acceptable to the hotel and approved to do business in the State of Colorado. In accordance with the signed contract, contractor shall provide an insurance certificate naming the hotel as an additional insured and evidencing the insurance coverage described below:

Commercial General Liability (per occurrence) \$1,000,000
Commercial General Liability (aggregate) \$2,000,000
Employer's Liability (each accident) \$500,000
Automobile Liability (each accident) \$1,000,000

Additional Insured:

Marriott International, Inc., Marriott Hotel Services, Inc., Gaylord Rockies Resort & Convention Center, Aurora Convention Center Hotel, LLC and Ryman Hospitality Properties

Certificate Holder:

Gaylord Rockies Resort and Convention Center
6700 North Gaylord Rockies Blvd Aurora, CO 80019
Attn: Alex Vassilaros, Director of Finance

NOTE: Any activities deemed as high risk will require additional/increased coverage amounts.

COOKING PERMIT

A Cooking Permit must be completed before any cooking activity is permitted within the convention center. A 3A40 B.C. fire extinguisher must be in the booth, within 30 inches of each cooking device. Compliance with all local Health Department rules and regulations is required. Cleaning of equipment is not permitted in hotel restrooms. Clean up arrangements must be coordinated in advance through show management. No grease laden vapor is permitted. No open flame cooking methods or commercial deep fryers are permitted.

INDEMNIFICATION

Indemnification of the Hotel: To the fullest extent permitted by applicable law, contractor agrees to release, indemnify, defend and hold harmless the hotel and all affiliated parties, their officers, shareholders, directors, agents and employees of and from any and all liability, claims, liens, demands, actions and causes of action whatsoever (including reasonable attorney's fees and costs) arising out of or related to any loss, cost, damage or injury, including death, caused or arising from contractor's misconduct or negligent acts, error or omissions of contractor, its employees, officers, directors, agents, independent contractors or subcontractors in connection with the services or any breach of this agreement by contractor.

Indemnification of Contractor: To the fullest extent permitted by applicable law, the hotel agrees to release, indemnify, defend and hold harmless contractor and his affiliates, officers, directors, agents and employees of and from any and all liability, claims, liens, demands, actions and causes of action whatsoever (including reasonable attorney's fees and costs) arising out of or related to any loss, cost, damage or injury, including death, caused by or arising from the hotel's misconduct or negligent acts, errors or omissions of hotel's employees, officers, directors, agents, independent contractors or subcontractors in connection with the services or any breach of this agreement by the hotel.

V. SERVICE RATES & INFORMATION

BELL SERVICE ASSISTANCE

- \$20.00 per cart per trip to or from convention center
- \$50.00+ per hour per bellman for luggage storage

ELECTRICAL

Any electrical needs installed in ballrooms and/or meeting space will be charged at prevailing rates. Please contact Encore, the hotel's exclusive provider for a current rate sheet. Please note that there is a charge for all electrical use in our Exhibit space.

Note: *There is a 4 hour minimum on all officers. A facilities fee of 7.5% and applicable taxes will be added to all rates.*

EVENT SERVICES

- Amenity stations, including filtered water, disposable cups, pads, pens and candies are included on the credenza in all breakout rooms complimentary. Meeting sets in ballrooms will have portable amenity stations in the rear of the room complimentary.
- Placement of materials on chairs or tables in session room: \$1.00 per item, per chair/table.
- Confetti Fee \$500.00+

SHIPPING ADDRESS

For Production Load In/Out:
ATTN: Convention Center Dock
6700 North Gaylord Rockies Blvd
Aurora, CO 80019

For Individual Parcel Deliveries via FedEx:
ATTN: FedEx Parcel Services
6700 North Gaylord Rockies Blvd
Aurora, CO 80019

FOOD & BEVERAGE CURRENT FEES

- 8.5% Sales Tax
- 25% Service Charge (taxable)
- 3% Additional Service Charge for Outdoor Functions (taxable)
- \$200.00 per Bartender, Chef/Attendant, Cashier (up to 3 hours)

IT

Please note that there is an additional charge for IT use in our Meeting Rooms and Exhibit Space. Please contact your Event Manager to discuss your needs.

PARKING RATES

Self-Parking:	Valet Parking:
0-4 Hours: \$8.00	0-4 Hours: \$14.00
4-8 Hours: \$18.00	4-8 Hours: \$28.00
8+ Hours: \$29.00	8+ Hours: \$39.00

Note: *There are currently no applicable taxes on parking rates.*

POLICE (ARMED SECURITY)

Armed security requests will be coordinated through the Aurora Police Department. Armed security must be provided exclusively through Aurora Police Department, state or federal law enforcement officials only with prior hotel approval.

PORTERAGE FEES

- Bag Pull - \$7.00
- Bag Pull & Room Delivery - \$15.00 for 1 bag, \$18.00 for 2+ bags

PYROS-HAZORS

Security Officers are required for override of the fire suppression system, to include rehearsals.

- \$72.00 per hour per Officer (with 14 days advance notice prior to event)
- \$82.00 per hour per hour per Officer (within 14 days of event)

Note: *There is a 4 hour minimum on all officers. A facilities fee of 7.5% and applicable taxes will be added to all rates.*

RIGGING/BANNERS

- All rigging and banner hanging requests must go through Encore and have a signed contract before labor is scheduled.
- All banner hanging locations must be approved in advance by the Event Manager.
- Floor protection (Poly Tak) must be used for production load-in and load-out.

V. SERVICE RATES & INFORMATION

ROOM RENTAL

Additional meeting space requested will be subject to applicable meeting room rental fees. These fees are subject to service charge and applicable taxes.

ROOM RE-KEY

- \$75.00+ re-key charge per room
- \$5.00+ charge per key if requesting more than (5) total keys
- \$25.00+ each for any lost or damaged keys

SAFETY AND SECURITY

For Officer:

- \$49.00++ per hour per Officer (with 14 days advance notice prior to event)
- \$59.00++ per hour per Officer (within 14 days of event)

For Relief Officers:

- Relief Officers are required when staffing requests reach the following increments: 4, 6, 9, 11 or more officers. A 4-hour minimum will apply.
- \$59.00++ per hour per Relief Officer (with 14 days advance notice prior to event)
- \$62.00++ per hour per Relief Officer (within 14 days of event)

For Executive Protection/Escort:

- \$69.00++ per hour per Officer (with 14 days advance notice prior to event)
- \$79.00++ per hour per Officer (within 14 days of event)

NOTE: Gaylord Rockies Resort & Convention Center Department of Security and Safety Services is the exclusive provider of all security required by the hotel and for all security requests.

NOTE: One (1) Security Officer is required for all load-in and load-outs at all hotel points. A four hour minimum applies for all officers.

SLEEPING ROOM TAX

- 12.75% (includes the Aurora Lodging tax (8%), Colorado State tax (2.9%), Adams County tax (0.75%), Cultural District tax (0.10%), RTD Commuter Rail tax (1.0%))
- \$2.00 Destination Marketing Fee per room night. This fee subject to applicable taxes.

SLEEPING ROOM TAX (Continued)

- 2.5% of the room rate per room night (Public Improvements Fee or "PIF") The PIF funds public and private infrastructure and facilities improvements and amenities benefiting the Gaylord Rockies Resort and Convention Center. The PIF is not a government tax; it is a privately imposed fee and is subject to applicable state and local taxes.

TABLETOP EXHIBITS

Up to five (5) table tops will be offered complimentary and will include the following, based on space availability: One (1) 6 foot rectangular table with (2) chairs and (1) small wastebasket. Additional tabletops can be provided at \$75.00++ each. A decorator is required for any show with more than 20 tabletops.

TELECOMMUNICATIONS

Please note there is an additional charge for phone installation in our meeting rooms and exhibit space. Please contact your Event Manager to discuss your needs.

VIP SEDAN AIRPORT SERVICE

- Pre-Booked Arrival Transfer: \$89.00
- Pre-Booked Departure Transfer: \$69.00
- Prices do not include personal greeter, that is an additional \$65.00 per greet for DIA pick-ups .

NOTE: Price is all-inclusive of tax, gratuity, and fees. \$2.05 will be added to the final charge for use of toll road.

WASTE MANAGEMENT

A waste disposal fee will apply in the amount of \$1,000.00 per 50,000 gross square feet utilized. This charge will appear on your master bill and is a one time charge..

\$28.00+ RESORT FEE INCLUDES

- Resort Wide Internet Access includes
 - Enhanced in-room wireless Internet Access for up to six (6) devices
 - Basic Wireless Internet Access in Public Areas and Convention Center on a Shared Network
- Access to Arapahoe Springs Water Park
- Use of scheduled shuttle service to/from commuter rail stop
- Complimentary use of hotel bicycles
- Daily fitness class offerings
- Complimentary use of the basketball & tennis courts
- Daily \$10 Dry-Cleaning Credit
- Two bottles of purified water

DELIVERIES TO GUEST ROOMS

	BASE (1 ITEM)	ADDITIONAL ITEMS	PERSONALIZED
OUTSIDE DOOR	\$3.00	\$0.50 per item	\$3.00 additional
IN ROOM	\$5.00	\$0.50 per item	\$3.00 additional

V. SERVICE RATES & INFORMATION

FEDEX OFFICE: GAYLORD ROCKIES RESORT & CONVENTION CENTER SHIPPING INSTRUCTIONS

In-bound Shipping Instructions:

Use the correct addressing option from the methods listed below to eliminate any package routing delays. All packages received by FedEx Office require a release signature before being released from the custody of FedEx Office. Release signatures are captured at the time of package pickup from the FedEx Office Business Center or during delivery of package(s) to the recipient. In-bound receiving and applicable delivery fees will be applied to all packages. Fees applied are in addition to standard shipping rates.

For guest name field below, only use the individual who will be onsite to sign for the package(s). Please do not address your packages to a hotel employee or Show Manager as this could cause the package to be delayed. Packages (excluding pallets/ crates) will be available for pick-up at the FedEx Office Business Center. Delivery of packages can be scheduled after arriving at the hotel by calling FedEx Office or your Conference Coordinator.

To expedite handling of your package, please ensure package(s) are delivered to the hotel one or more days prior to your event.

HOLD FOR GUEST: (Guest Name) (Guest Cell Number)

c/o FedEx Office at Gaylord Rockies
Resort & Convention Center
6700 N. Gaylord Rockies Blvd
Aurora, CO 80019

(Convention/Conference/Group/Event Name)

Box ____ of ____

SHIPMENTS FOR INDIVIDUAL GUESTS:

Gaylord Rockies Resort & Convention Center
Hold for Guest: (Guest Name) (Arrival Date)
(Guest Cell Number)
6700 N. Gaylord Rockies Blvd
Aurora, CO 80019

Out-bound Shipping Instructions:

To expedite the process of out-bound shipments, please affix a completed carrier airbill to each package. Boxes and FedEx shipping supplies are available through the onsite FedEx Office Business Center. Pickup of out-bound packages by all non-standard (other than FedEx or UPS) couriers must be coordinated with the onsite FedEx Office location. Out-bound Handling Fees will be applied to each package. Fees applied are in addition to standard shipping rates.

Handling Fees:

Fees applied are in addition to standard shipping rates. All handling fees can be applied to a guest room/master account or billed to a credit card.

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY FEDEX OFFICE
Flat Rate	No Charge	\$5.00
0.0 — 1.0 lbs.	\$2.00 **	\$5.00
1.1 — 10.0 lbs.	\$10.00	\$15.00
10.1 — 20.0 lbs.	\$15.00	\$20.00
20.1 — 30.0 lbs.	\$20.00	\$30.00
30.1 — 40.0 lbs.	\$25.00	\$40.00
40.1 — 50.0 lbs.	\$25.00	\$50.00
50.1 — 60.0 lbs.	\$35.00	\$50.00
60.1 — 150.0 lbs.	\$35.00	\$70.00
Pallets & Crates *	\$0.75/lb. (\$150.00 Minimum)	\$0.75/lb. (\$150.00 Minimum)

* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$0.75/lb. (\$150.00 minimum), which is applied to each pallet/crate handled. A labor fee of \$70.00 per hour will apply for breaking down pallets, building pallets, or excessive package handling/ moving due to a customer's request. The labor fee can be charged in 15 minute increments.

** No handling fees will be charged for outbound packages weighing 0-1 pound that are brought to the FedEx Office Business center by a guest.

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
0.0 — 10.0 lbs.	\$5.00
11.0 — 30.0 lbs.	\$10.00
31.0 — 60.0 lbs.	\$15.00
Over 60.0 lbs.	\$25.00
Pallets & Crates	\$50.00
Over 6.5' in Size	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.