



# **PRODUCTION** GUIDELINES & REGULATIONS

Encore Event Technologies



**Hard Rock**  
HOTEL  
LAS VEGAS

**HARD ROCK** PRODUCTION  
GUIDELINES & REGULATIONS  
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## **AUDIOVISUAL PRODUCTION/ STAGING** guidelines & regulations

### **AUDIO VISUAL**

Hard Rock Hotel & Casino Las Vegas has an in-house full service Event Technologies department to accommodate audio-visual and technical requests associated with Production, exhibit or catered functions. Hard Rock Hotel & Casino has the exclusive right to provide all audio visual equipment associated with meetings, breakouts, exhibits and special events.

A sales manager will be assigned to facilitate all audio-visual and production elements, including labor and equipment services, associated with business meetings, exhibits, and corporate events. The sales manager will also determine if sub contracted services become necessary.

All rigging within the Production area is performed by Encore Event Technologies.

All wireless R.F. systems to be used will require prior authorization from Encore Event Technologies to avoid having frequency interruptions with Hard Rock Hotel & Casino Las Vegas operations.

Hard Rock Hotel & Casino does not provide house risers or staging of any kind. Any and all staging needs will be fulfilled by Encore, and billed accordingly.

### **BANNERS/SIGNS & EASELS**

Encore Event Technologies can assist in hanging banners or signs in any meeting rooms within the facility. The rules regarding signage and easels are as follows:

- All signage must be professionally made and meet the requirements of Hotel Management. Encore Event Technologies and Hard Rock Hotel & Casino Las Vegas are not responsible for signage or promotional materials left inside or outside of meeting rooms after functions have concluded.
- Handwritten signs are not permitted.
- All signage, banners, etc. that will be hung from the ceiling in the Production area must be hung from existing structures. Load is not to exceed 75 lbs. per running foot.
- Any and all signs, banners, etc. that need to be hung in the Production area must be done by Encore Event Technologies. A minimum labor charge of \$225.00 per banner charge will be applied to the group master account. Larger sign quantities that require additional rigging hardware, scissor lifts and personnel to hang signage and/or scenic components will be charged per man hour and for the use of hardware materials.
- No signs may be taped to any doors or walls at any time.



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## **AUDIOVISUAL PRODUCTION/ STAGING** guidelines & regulations

### **HANGING/RIGGING**

All rigging within the Production area is performed by Encore Event Technologies. Hanging points and reflected ceiling plans can be provided upon request by Encore Event Technologies. Rig points will be billed as follows. Encore requires the use of Encore motors and truss. Points and motors are charged per event.

- Rig Points \$ 95.00
- 1 Ton Motor \$ 150.00
- 1/2 Ton Motor \$ 150.00

### **ELECTRICAL**

Encore Event Technologies is the exclusive in-house electrical provider. All electrical requests will be handled through Encore Event Technologies.

All electrical power and distribution equipment is billed on a daily basis, unless otherwise specified, usage of electricity will be charged at the following daily rates.

- 20 Amp 1 Phase \$ 65.00
- 30 Amp 3 Phase \$ 250.00
- 100 Amp 3 Phase \$ 700.00
- 200 Amp 3 Phase \$ 1,200.00
- 400 Amp 3 Phase \$ 2,400.00

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

### **CABLES AND WIRES**

In the event electrical power drops, television cables, telephone cords or other such cables and wires must be laid on the floor, or in public traffic areas, appropriate cable bridges and/or low adhesive tape must be utilized.

All 110 volt extension cords shall be three-wire (grounded), #14 or larger AWG, copper wire (black in color). Exhibitors and scenic companies are not permitted to make their own electrical connections and supply cabling where devices draw more than 500 watts or 5 amps.

Connectors must not be supported by cords. Two wire, "Zip Cords" are not permitted other than factory installed appliance connectors; these may not exceed six (6) feet in length and must be UL approved.

Cube tap adaptors are prohibited. Multi-plug adaptors must be UL approved and have built-in overload protection. Connectors must not be used to exceed their listed ampere rating. All temporary electrical wiring must be accessible and free from debris and storage materials.



## **AUDIOVISUAL PRODUCTION/ STAGING** guidelines & regulations

### **BILLING, DISCOUNTS, AND SERVICE CHARGE**

By default, all billing will be handling through the hotel City Ledger (CL) that each customer sets up with the Hard Rock. Encore billing will show up on your final hotel bill along with F&B, room rental, etc. A detailed final invoice can be provided upon request.

If an Encore customer prefers to pay Encore directly, without utilizing the hotel CL, this can be done in the form of a credit card or company check. All credit card info must be provided prior to the beginning of the meeting/event. For those who wish to utilize a company check, the check must be provided for the full proposed amount prior to the start of the meeting/event. A credit card must also be provided for any on-site additions, damage, etc.

Sales Tax is collected on the discounted rate of any rental item, and full retail rate of any purchased item. The current sales tax rate in Clark County is 8.15%. The Encore 21% Service Charge is collected on the full retail value of any item, regardless of any applied discount. That Service Charge is subject to Nevada Sales Tax as well. The Encore Service Charge covers the following items:

- Expert pre-event planning and preparation
- Planning and service support interaction with various hotel departments
- Administrative costs
- Immediate, on-site audiovisual support and service
- Access to on site staff
- Allows us to waive four hour minimum rule for basic meeting room set ups



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## **AUDIOVISUAL PRODUCTION/ STAGING** guidelines & regulations

### **BROADCAST**

The video and audio recording of meetings and events requires prior approval. The use of the in-house audio and video connecting patch systems must be coordinated through Encore Event Technologies. Charges vary depending on the number of patching points required. Please contact your Sales Manager, if this should be a meeting need.

### **FLOOR LOAD LIMITS**

The following floor load limits must be strictly adhered to for the safety of all staff and Production attendees:

Ballrooms	150 pounds per square foot live load
North Tower meeting rooms	100 pounds per square foot

### **FORKLIFT AND SCISSOR LIFTS**

All forklifts and scissor lifts must come equipped with no-mar tires and a fire extinguisher. Any forklift used inside the building must be powered by either propane or electricity. Gasoline powered lifts are not permitted under any circumstance. The business center can rent motorized forklifts, genie booms, lifting devices, tools, ladders, etc for outside contractors. Interior storage or charging of motorized lifts is prohibited.

All fork lift operators are to be certified in compliance with OSHA regulations. Boom operators must also wear the appropriate fall protection equipment at all times.

The drop off and storage of forklifts, scissor lifts and other mechanical equipment is located at the ballroom loading dock.

### **HIGH SPEED INTERNET SERVICE**

Each individual meeting room throughout the facility is equipped with high speed internet portals. Encore Event Technology is responsible for the installation and maintenance of this system. All requests for high speed internet service should be directed to the Encore sales manager.





## **AUDIOVISUAL PRODUCTION/ STAGING** guidelines & regulations

### **LOAD-IN DOORS/FREIGHT DOORS**

All load-in/load-out of exhibit materials and production equipment must take place through the Production load-in doors located at the Ballroom loading dock or at The Joint loading dock for events in the Joint. The exterior door has dimensions of 8'-0" x 10'-0". The interior doors leading into both the ballrooms have dimensions of 8'-0" x 8'-0". The hallway ceiling height in the staging area hallway is 10'-0".

### **PYROTECHNICS/THEATRICAL SMOKE**

Pyrotechnics for special events may be permitted with the approval of the Clark County Fire Department and Hard Rock Hotel & Casino Las Vegas Special Event Department. Approval must first be obtained through the Hard Rock Hotel & Casino Las Vegas Special Event Department. Approval from the Clark County Fire Department can then be obtained by submitting a written plan of operations within sixty (60) days of the scheduled event date. Please contact the Fire Inspector directly via e-mail, telephone, or fax:

Clark County Fire Department  
Fire Prevention Bureau  
575 East Flamingo Road  
Las Vegas, NV 89119  
Telephone: 702-455-7316  
Fax: 702-455-7347

Upon written approval from the Clark County Fire Department, please forward the plan to your Event Service Manager, Special Event Manager or Convention Services Manager within thirty (30) days of the scheduled event. The Hard Rock Hotel & Casino Las Vegas Special Event Department **MUST** have at least 72 hours of notice to make the proper arrangements with Fire Command and Security.

The Clark County Fire Department requires that an Engineering Life Safety representative be on site at all times when the Fire Alert System is disabled for pyrotechnics, theatrical smoke, or any other special effect. It is mandatory that a fire watch be present in the affected areas. The charge associated with the fire watch and the Engineering Life Safety representative being present is charged directly to the meeting group.

If pyrotechnics are to be used, the Insurance Certificate provided by the meeting group must specifically state that the use of pyrotechnics is covered by the insurance policy.



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## **AUDIOVISUAL PRODUCTION/ STAGING** guidelines & regulations

### **EVENT LABOR POLICY**

- AV Technicians \$85.00/hr
- Lead Technicians are billed as a 10-hour day-rate only
- Riggers \$95.00/hr
- Overtime rate of time and a half after 10 hours
- Double time rate after 12 hours
- Holiday rate - Any labor call that starts on an Encore holiday will be billed at 2 times standard rate for 10 hours, then 2.5x standard rate after 10 hours, and 3x standard rate after 12 hours. Holidays include: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve and Christmas Day.
- Other specialty labor rates quoted upon request
- 4 Hour minimum for load in
- 4 Hour minimum for load out
- Breaks
  - PAID one 15 minute break during the first 4 hours of work
  - PAID one 15 minute break during the second 4 hours worked
  - UNPAID 1 hour meal break close to or at the middle of the shift, not to exceed 5 hours past start of shift
  - Client has option of providing meal for working meal break
- HRH Supervisor mandatory for all load in/out of 3rd party production companies





## **RIGGING** PRODUCTION/ STAGING regulations

Welcome to the Hard Rock Hotel & Casino. If you require rigging assistance or budget information, please contact Encore Event Technologies at (702) 693-5516 or [rigginghardrockhotel@encore-us.com](mailto:rigginghardrockhotel@encore-us.com). We look forward to providing you with outstanding service on your upcoming event.

The hotel is equipped with a permanent rigging system. As part of a comprehensive overhead safety and risk management program, the system is annually load tested and inspected. We are required to approve all rigging designs & provide all rigging labor necessary to load in and load out equipment that attaches to the hotel's rigging system.

### **PRE-SHOW**

- Rigging plots must contain all flown equipment in addition to a reflective ceiling plan with hang-points. Please use our CAD file as your design template.
- All drawings must be received via email in a .dwg or .dxf format. Hard copies will be accepted in a scale of no smaller than 1/8"-1". Faxed drawings are not acceptable.
- If you are unable to create a scaled rigging plot or if your design does not respect the hotels rigging regulations one of our staff ETCP Certified riggers we will be happy to assist you in creating a compliant plot. Please note that there will be a pre-show design charge in these instances at a rate of \$85 per hour with a 4 hour minimum.

### **BALLROOM RIGGING STANDARDS**

- Rigging from Air wall tracks can only be done with Encore provided hardware, and at their discretion.
- Encore must make all connections to the ceiling or supporting structure of the hotel.
- No flown equipment may be moved without an Encore rigger present in the room.
- Items attached to the suspended ceiling or permanent-ceiling structure must be a minimum of eight (8) feet above the floor.
- Additional weight cannot be applied on flown equipment (i.e., climbing) after riggers leave the room, unless approved by Encore.
- No climbing or walking of truss is permitted.
- Any rigging modifications, additions, or deletions done in the ballroom without the supervision of the hotel's designated riggers will be subject to fines or possible show shut down until such changes may be approved by Encore, at the expense of the group or production company responsible.
- Signs, banners, and decorations may not be hung or suspended from any part of the hotel's electrical or plumbing systems. If any items are to be hung, Encore must perform the work.
- Permanent rigging points are rated for 1,000lbs. ( vertical loads only).



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## **RIGGING** PRODUCTION/ STAGING regulations

### **RIGGING EQUIPMENT GUIDELINES**

- A lift is required for all rigging calls at the hotel. This lift must have non-marking tires and be in good repair. Single Man lifts, or construction / out-door lifts will not be allowed in the hotel ballrooms under any circumstance. Please contact our office for pricing on lifts.
- Any articulating/dynamic (i.e. moving) show or performance element requires an arrester device.
- A steel “safety” is required on each individual item suspended from the ceiling or any supporting structure or truss that has been suspended from the ceiling. This includes anything suspended utilizing a polyester round sling or other synthetic sling.
- All electric cable and connections must be UL rated for the amperage capacity required for safe operation and must conform to appropriate local codes. All materials must be non-flammable and must conform to the Fire Marshall’s regulations.
- Engineering reports may be needed for custom hardware or trussing.

### **ENCORE ON-SITE PRACTICES**

- All rigging calls shall consist of one Rigging Supervisor and one Rigging Assistant. If there is a need for additional riggers, we will fulfill any and all needs. A four-hour minimum per man shall apply to all rigging calls. Any calls extending past four hours will be billed hourly. Encore will determine the number of Rigging Assistants required based on the size and production schedule of the event.
- Encore rigging staff will make all connections to the ceiling and assist your staff in attaching those connections to your truss and equipment.
- Encore chain motors and truss must be used. Outside motors and truss are not permitted.
- Encore is required to install any horizontal truss that exists over public spaces. This includes truss arches, door surrounds, etc.



## **RIGGING** PRODUCTION/ STAGING regulations

### **CAD FILE TERMS OF USE**

- The CAD files posted on this site were created in order to clearly display where rigging can occur and to provide professional event designers with a template to create a scaled rigging plot to submit to us for approval in either a .dwg or .dxf format (no 3D files).

### **PLEASE DO THE FOLLOWING**

- Download a fresh CAD file before designing your event.
- Add your production design to our file (please do not remove or change anything in our file).
- Include all elements to be rigged on your drawing (lighting, audio, video, signs, banners, decor, balloon drops etc.)
- Include truss cable bridges as necessary (in most rooms, they're required).
- Include a key with symbol information and specific model numbers.
- Include point load calculations.
- Include text with scenic weights or any details necessary to confirm rigging weights.
- Name your drawing as follows: Show Name - Hotel Name - Show Date - Revision number. For example ABC Sales Meeting -hardrock - 9-1-09-version 1.dwg
- Do not change the original in any way. Additions or deletions may not be noticed and can hinder and or delay your estimate and load in.
- Email your file to [rigginghardrockhotel@encore-us.com](mailto:rigginghardrockhotel@encore-us.com) as a .DWG or .DXF (no 3D files).

If you do not agree to our terms of use and would like one of our ETCP certified riggers to draft your event for you, please email [rigginghardrockhotel@encore-us.com](mailto:rigginghardrockhotel@encore-us.com) for assistance.



## AUDIOVISUAL PRICE GUIDE meeting room

### PACKAGES

<b>MEETING ROOM PRESENTER SUPPORT PACKAGE</b> (For customers providing own LCD projector) 10' Executive Screen, Projector Cart, VGA, Power Cable and Power Strip, Set & Strike Labor	<b>\$320.00</b>
<b>HD FLAT PANEL PACKAGE</b> HD 55" Flat Panel Monitor Display, DVD Player, Flat Screen Stand, All Video and Power Cable and Set & Strike Labor	<b>\$1025.00</b>
<b>MEETING ROOM LCD PROJECTOR PACKAGE</b> 5k LCD Projector, 10' Executive Screen, Projector Cart, VGA, Power Cable, Power Strip and Set & Strike Labor	<b>\$965.00</b>
<b>MEETING ROOM LCD PROJECTOR PACKAGE w/ SOUND</b> LCD Projector, 10' Executive Screen, Projector Cart, VGA, Power Cable, Power Strip, Wired Microphone, Computer Audio, Mixer, House Sound and Set & Strike Labor	<b>\$1070.00</b>
<b>**SMALL GROUP STUDIO LCD PROJECTOR PACKAGE</b> 3k LCD Projector, 6' Tripod Screen, Projector Cart, VGA, Power Cable, Power Strip and Set & Strike Labor	<b>\$520.00</b>
<b>**SMALL GROUP STUDIO HD FLAT PANEL PACKAGE</b> 55' monitor, DVD player, stand and cabling	<b>\$312.00</b>

\*\* Only applicable for events/meetings booked through HRH Small Group Sales.

All prices listed are pre service charge and tax.  
 Prices listed above are per-day.



# AUDIOVISUAL PRICE GUIDE

meeting room

## AUDIO COMPONENTS

### MICROPHONES

Wired Microphone (podium, table, floor)	\$50.00
Wireless UHF (Lavalier & Handheld)	\$175.00
Laptop Audio Interface (For Computer Audio Playback)	\$50.00

### MIXERS

4 Channel Mono Mixer	\$50.00
8 Channel Stereo Mixer	\$100.00
12 Channel Stereo Mixer	\$125.00

### SPEAKERS

15" JBL Powered Speaker	\$125.00
Line Array	Call for details
House Audio Patch per room per day (N/A for all rooms)	\$50.00

## LIGHTING COMPONENTS

### LIGHTING INSTRUMENTS

Source 4 Ellipsoidal or Par (19, 26, 36 degree, Fixture Only)	\$55.00
Par Up-light (Fixture Only)	\$55.00
LED Color Blast w/power supply	\$95.00
LED Color Blaze	\$270.00
Dimmer Controller	\$125.00
Intelligent Light	\$375.00
Intelligent Console	\$1500.00
Decor Lighting Package	Call for details

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## AUDIOVISUAL PRICE GUIDE meeting room

### VIDEO AND DATA COMPONENTS

#### PROJECTORS

LCD 3000 Lumen	\$425.00
LCD 5000 Lumen	\$645.00
DLP 6000 Lumen	\$800.00
DLP 10K	\$1800.00
DLP 12K	Call for quote

#### MONITORS

HD Flat Panel Display 55"	\$700.00
HD Flat Panel Display 46"	\$475.00

#### VIDEO PLAYER/RECORDERS

DVD Player/Recorder	\$50.00
AJA Ki Pro Media Recorder 250 GB Harddrive	\$400.00

#### VIDEO/DATA SWITCHING AND DISTRIBUTION

Scan Converter	\$325.00
Digital Data Switcher	\$750.00

#### SCREENS/DRAPES

10' Executive WS FP Projection Surface	\$95.00
6'x10' Fast-fold Screen w/Dress Kit	\$150.00
Black Drape 8'-16' Tall x10' Wide	\$180.00

#### MISCELLANEOUS SPEAKER SUPPORT

Flip chart w/Pad and 4 Markers	\$90.00
Laser Pointer	\$50.00
Speaker Timer	\$85.00
Wireless Mouse	\$50.00
White Board w/Dry Erase Markers (4'x 6') w/ easel	\$65.00

All prices listed are pre service charge and tax.

Prices listed above are per-day.





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**AUDIOVISUAL PRICE GUIDE**  
networking guide

**WIRELESS INTERNET**

Package #1: 10 Concurrent Users	\$1250.00
Package #2: 25 Concurrent Users	\$2187.50
Package #3: 50 Concurrent Users	\$4375.00
Each Additional 5Mbps of Bandwidth	\$1250.00
Each Additional 25 Concurrent Users	\$1250.00
Additional Area of Coverage	\$1250.00

**WIRED INTERNET**

Single Connect Basic (3Mbps)	\$450.00
Single Connect Plus (5Mbps)	\$750.00
Room/Booth Connect (10Mbps)	\$1500.00
Event Connection (29 Devices, 20Mbps)	\$7500.00
Additional Devices	\$75.00
Additional Locations (Event Connect Only)	\$330.00
Each Additional 5Mbps of Bandwidth	\$1250.00

(No outside routers, switches, etc. allowed online or on the network. All internet pricing is based on per-event pricing, regardless of the duration of the event. Custom SSID/password options are available at no cost. Custom Splash Pages and Custom Landing pages are available for an additional cost. See an Encore sales manager for details.)

**\*\*WIRELESS STUDIO INTERNET PACKAGE**

Please call Encore Sales Manager to get the best rate.

All prices listed are pre service charge and tax.  
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**AUDIOVISUAL PRICE GUIDE**  
networking guide

**TELEPHONES**

Telephone w/ DID line (First day charge)	\$215.00
Polycom speaker phone	\$225.00
Telephone Interface	\$250.00

**CABLE RENTALS**

25' A/C Cable	\$25.00
50' A/C Cable	\$25.00
100' A/C Cable	\$25.00
6' VGA Cable	\$10.00
10' VGA Cable	\$10.00
25' VGA Cable	\$10.00
50' VGA Cable	\$20.00
6' HDMI Cable	\$15.00
25' HDMI Cable	\$35.00
50' HDMI Cable	\$50.00
Power strip	\$10.00

\*\*Only applicable for events/meetings booked through HRH Small Group Sales.

All prices listed are pre service charge and tax.  
Prices listed above are per-day.



# **BUSINESS CENTER** PRICE GUIDE

information guide

**BUSINESS CENTER**

Hard Rock Hotel & Casino Las Vegas offers a full-service business center, to assist you with all of your printing, copying, collating, data entry or file transfer needs.

Hours of Operation: Monday through Friday, 7 a.m. - 6 p.m. and Saturday through Sunday, 9am-4pm

To service your business needs after hours, we also offer a 24-hour Automated Business Center kiosks.

**SERVICES INCLUDE:**

**INTERNET ACCESS**

- Displays/Monitors
- Black & White
- Color
- Resume
- Oversize
- Transparency

**PRINTING**

- Black & White
- Color

**FAX**

- Local/Long Distance
- International

**PRESENTATION MEDIA**

- Hand Out Material Production
- Table Tents
- Name Badges
- Graphic Design

**SHIPPING**

- Paper Cutting/Punching

**OFFICE EQUIPMENT RENTAL**

- Displays/Monitors
- Desktop PCs
- PC Laptops
- Printer
- Fax Machines
- Copiers

**ADDITIONAL PRODUCTS & SERVICES**

- Project Management & Preparation
- Secretarial
- Digital Media
- Scanning
- Word Processing
- Signs
- Notary Public
- Spiral Binding
- Laminating
- Hand Staple
- Hand Folding
- Cut & Paste Clip Art

**SALES**

- Computer Accessories
- Phone chargers
- Apple Products
- International Adaptors
- Office Supplies



# BUSINESS CENTER PRICE GUIDE

shipping guide

**SHIPPING AND RECEIVING/PACKAGES**

In addition to the standard courier fees (FedEx, UPS, DHL) there will be a handling charge for incoming and outgoing packages. The cost will be based on weight and size.

Below are some guidelines for shipping packages to and from the Hard Rock Hotel and Casino.

**The labeling on your packages should include:**

Name of Hotel Guest or Meeting Planner  
 Group/Conference & Arrival Dates  
 Hard Rock Hotel & Casino Las Vegas  
 4455 Paradise Road  
 Las Vegas, NV 89169

Please do not put hotel contact name on package.

Arrange to have your packages arrive to the hotel at least 2-3 days prior to your event to allow for necessary processing time. Your packages will be held in the Package Room until pickup or delivery. Contact the Package Room to arrange the delivery of your materials. For deliveries to guest rooms or meeting space, please allow 45-60 minute delivery time. Pallets of materials may require higher delivery times. You must be present to accept the delivery. Packages will not be left in an unattended space and will be returned to the Package Room until arrangements are made for repeat delivery. There will be a \$5.00 per week service charge for anything stored by the business center longer than 7 days.

The Hard Rock Hotel and Casino’s current handling fee structure, for all incoming and outgoing packages, based upon the weight of the package are as follows:

**Receiving & Shipping Packages - Handling fees**

Letter.....	\$ 5.00
Packages up to 5 lbs.....	\$ 8.00
Packages between 6 - 15 lbs.....	\$ 15.00
Packages between 16 - 25 lbs.....	\$ 24.00
Packages between 26 - 51 lbs.....	\$ 65.00
Packages 52 lbs & over.....	\$ 85.00
Skids/Pallets.....	\$240.00
Skids/Pallets 500lbs & over.....	\$ 0.75/lb

\*Service Charge of 15% for all services of 5 items or more, and or services totaling \$200 or more.  
 Handling may vary due to size of packages. There is a \$5.00 delivery service of all items.

\*Package dimensions can affect pricing. Please call if you have any questions.



## **BUSINESS CENTER** PRICE GUIDE shipping guide

Exhibitors shipping packages participating in your event will need to provide credit card information prior to obtaining their packages.

Following your event, the Package Room can provide pickup service from your guest room or meeting space with a 45 minute pickup time. In addition to the standard courier fees (FedEx, UPS, DHL) there will be a handling charge for incoming and outgoing packages. The handling fees listed above will apply for pickup per box. With an additional service for labor and packing.

### **The normal business hours of the Package Room are:**

Monday through Friday - 7:00am - 6:00pm, Saturday 8am-4pm, Sunday until 4 at guest request only.

Special accommodations can be made for service beyond the normal business hours at \$65.00 per hour per person with advance notice.

Due to limited storage space; freight will be accepted 4 days prior to the show. All shipments need to be coordinated with your Event Services Manager, Special Event Manager or Convention Services Manager prior to shipping. Hard Rock will not accept any of the following:

1. Collect Shipments
2. Cadavers
3. Weapons or explosive materials

### **LOADING DOCK**

Exhibitors who have items delivered to the hotel by way of freight and will be needing to back a truck into the loading dock of the hotel before, during, and or after an event will have to coordinate dock plans by way of a loading dock schedule 5 business days before the start of the event to avoid a flat service rate of \$105.00 an hour. Arrangements with the business center must be made to avoid this service penalty. At the time of this arrangement the business center will assign a dock manager to the event. **If hotel guests have met the service agreement there will be no service charge for trucks docked during the business center's hours of operation, which are Monday through Friday from 7am to 6pm, Saturday 9am to 5pm and Sunday 10am to 4pm.** If service is needed outside of these hours of operation there will be a standard service of \$105.00 an hour that will apply. This too will have to be coordinated with the business center before hand in order to have a dock manager issued to the event.