



## **SALES & CATERING POLICIES AND PROCEDURES**

These policies and procedures are instituted to ensure that the Hotel will deliver an exceptional guest experience and will maintain a safe and pristine environment for all of our guests.

### **BAGGAGE ASSISTANCE**

There is a charge of \$4.00 per person (round trip) for groups who wish to coordinate the assistance of Hotel bell staff to help with their guests' luggage. The Hotel will need to know in advance and an arrival and departure manifest must be received prior to arrival. This charge will be applied to the Group master account. Please note that the charge listed is subject to change without notice.

### **CHECK-IN/CHECK-OUT**

Check-in time is scheduled for 3:00 p.m. and check-out time for all guests is 12:00 p.m. It is the Group's responsibility to advise its attendees in all promotional literature of the check-in/check-out times as well as the minimum age requirement of each registered guest must be at least twenty-one (21) years of age. Message and mail services, as well as baggage storage, can be arranged before check-in and baggage storage after check-out. The Hotel will do its best to accommodate early check-ins as guest rooms become available. Guaranteed reservations will be held until midnight on the reserved date.

### **EARLY DEPARTURE FEE**

Should a guest wish to depart earlier than their original reservation departure date, a charge of one (1) night room and tax for the first returned night will apply.

### **MINORS**

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

### **CATERING/CONFERENCE SERVICES**

The Director of Catering and/or Conference Services Account Executive will be in contact with the Group following receipt of the signed Agreement. Your Account Executive will be the main contact for all details involving, reservation and billing procedures, as well as providing recommendations for outside services, if necessary.

The catering department is responsible for assisting the Group with menu selections. The Hotel will maintain a flexible position regarding suggested menus; however, due to changing food costs, definite prices on food and beverage will not be guaranteed until six (6) months prior to the Group's arrival. Detailed written food and beverage requirements for each event must be received by Hotel thirty (30) days prior to event.



**Please note that the Hotel does not permit any outside food and/or beverages to be brought into the Hotel for hospitality suites and/or catered functions.**

#### **FACILITIES**

Palace Station Hotel & Casino assigns appropriate function space to accommodate each function based on set-up, attendance, and itinerary of events. It will be the sole right and discretion of the Hotel to reassign or substitute space if the original space designated is unavailable or inappropriate to the function set-up, attendance, or other unforeseen reasons to accommodate the best interests of all organizations within the Conference Center. However, the Hotel cannot guarantee ideal space will be available to accommodate increases in attendance or space intensive set-ups not communicated at the contract origination. The Group agrees to promptly notify the Hotel of any changes in its meeting and banquet space needs, in writing.

The Hotel reserves the right to charge Group an additional fee and service charge for every hour or portion thereof beyond the allotted time outlined in the signed Agreement. In the situation that the catered event is extended, the Group will be charged an additional \$20.00++ per hour, per the guaranteed number of guests or actual number of guests admitted into the venue, whichever is greater. A \$1,000.00 room fee shall apply for each additional hour the catered event is extended. All charges and overages must be paid in full the night of the event. Extensions are based on availability of the venue and management reserves all rights.

#### **SECURITY**

The Hotel will not assume responsibility for damage or loss of any merchandise or articles brought into the Hotel or for any item left unattended. For certain events, the Hotel may require that security be provided at Group's expense. All outdoor functions will require Group to provide security to maintain the privacy of the event. Only Hotel approved security firms using unarmed guards may be used. Security personnel can be arranged through your Catering representative.

For all events conducted by Group on the Hotel's property where the Group and Hotel have agreed that the Group may provide security in any capacity, Group acknowledges and agrees that it shall use only security personnel that are licensed as private security in the State of Nevada. Without limiting the generality of the foregoing, Group shall not hire off duty police officers from outside the State of Nevada to provide security for any event held on the Hotel's property unless such out of state off duty police officers are also licensed as private security in the State of Nevada. Group may provide security by contracting directly with a third party security provider that is licensed as private security in the State of Nevada, or hiring off duty police officers licensed by the State of Nevada as private security. Alternatively, if Group and Hotel agree, Hotel may contract directly with security personnel licensed in the State of Nevada on behalf of the Group, provided that Group shall be solely responsible for all costs and expenses associated with the hiring of such security personnel.



**PACKAGE HANDLING**

All packages and/or freight received at the Hotel will be assessed the following receiving/handling charges:

5 lbs. or less/envelope	\$ 5.00 each
6 lbs. to 20 lbs.	\$ 10.00 each
21 lbs. to 100 lbs.	\$ 20.00 each
101 lbs. and over	\$ 0.50 per pound

**Charges apply for both incoming and outgoing packages and/or freight. Additional charges may be incurred for oversized packages.**

Individuals are responsible for own package handling fees unless other arrangements are made prior to arrival.

Packages mailed to the Hotel need to be address as noted below, with return shipping instructions and labels:

Fiesta Henderson Hotel & Casino  
Attn: Guest name/Company/Event dates  
777 West Lake Mead Drive  
Henderson, NV 89015

All small packages will be held by our bell desk. The Group contact can go to the bell desk upon check-in, show proper ID. Any packages over one-hundred pounds (100 lbs.) will be delivered to the Hotel's warehouse. Arrangements for delivery from the warehouse can be made through the catering office and is only delivered to the hotel on weekdays.

**PRINTED MATERIALS**

The Hotel requests that your sales contact at the Hotel be placed on the Group's mailing list so that he or she will receive all materials concerning the Hotel and the Group's meeting. In this way, we can share with the Hotel staff all printed materials in the possession of your prospective attendees.

Please also be advised that the Director of Marketing must approve any advertising utilizing the Hotel's, name, logo, and/or any request to use the Hotel's stationary.

**DECORATIONS, DISPLAYS, SIGN & BANNERS**

Decorations or displays brought into the Hotel by the Group must be approved by appropriate Hotel management prior to arrival. Items may not be attached to any stationary wall, floor, window or ceiling with nails, staples, tape or any other substance in order prevent damage to fine fixtures and furnishings. No signs are to be placed in public areas. Signs may be displayed in the banquet room only. Any banners that need to be displayed will be hung by the Hotel's staff unless otherwise approved by the Hotel. Any signage provided by the Group must be of professional quality. White boards, flipcharts, and corkboards displayed in public areas must be approved by the Hotel. Solicitation is not permitted in the public areas.



Group agrees not to enter into any contracts for music or other forms of entertainment, floral decorations or other services of accommodation in connection with this event without prior written consent of the Hotel.

#### **DAMAGE TO EQUIPMENT OR FACILITIES**

Group agrees to be responsible for any damages to equipment or facilities during the time the premises are occupied by Group, Groups' guests and persons engaged by the Group, inclusive of, but not limited to set-up and break-down of Group function by any persons affiliated with Group's Event. Any damage or excessive clean up shall be subject to additional charges and fees at Hotel's sole and absolute discretion.

#### **FIRE MARSHAL REGULATIONS**

Decorations or displays brought into the Hotel by the Group must be pre-approved by the Las Vegas Fire Department. An official Flame Retardant Certificate must accompany all material. Pyrotechnic displays are never allowed on the property without written approval from appropriate Hotel Management and a permit from the Las Vegas Fire Department. Thirty (30) days prior to the Event, The Hotel must receive Fire Marshall approved floor plans for any work handled by a decoration or production company. In addition, floor plans must be submitted by the Hotel to the Fire Marshal for any meal function or meeting of three-hundred (300) persons or more.

#### **LOADING/UNLOADING**

The Hotel offers specific areas for loading and unloading of many materials into a banquet room. Any loading of equipment through the front door will not be permitted unless approval is granted from appropriate Hotel Management. Move-in/move out times is between the hours of 9:00 a.m. and 7:00 p.m. Your Catering representative must approve any exceptions to this time frame.

#### **EXHIBITOR CLAUSE**

The Group is responsible for submitting to Hotel by Group cutoff date a summary of its requirements for the exhibit area, which shall include the number of exhibits, the floor load and square footage requirements for each booth and total square footage for the exhibit hall. Group agrees to contract with an exhibit (drayage) company to handle all of Group's exhibitors needs, including, but not limited to, pipe and drape, tables in the exhibit hall, handling, shipping, delivering and receiving of all of the exhibitors' freight and show floor electrical requirements.

An operator is required during the use of the freight elevator; an operator supervisor provided by the in-house audio visual company is mandatory for load-in and load-out.

Exhibit rental includes:

1. Set-up and dismantle days
2. General lighting
3. Standard heating and/or air conditioning.

Exhibit rental does not include:

1. Drayage
2. Decoration
3. Labor
4. Guard/security service



5. Cleaning or janitorial services
6. Electrical
7. Gas
8. Water

**FLOOR PLANS:** Floor plans must be approved by the Fire Prevention Bureau. Copies must be sent to the Hotel before Group cutoff date to insure final printing, and shall be submitted prior to the sale of exhibit booths to prospective exhibitors.

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

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

Tabletop displays will be charged \$25.00 per table, which includes one (1) eight-foot (8 ft.) draped table and two (2) chairs.

#### **AUDIO VISUAL SERVICES**

Complete audio visual service is available through the Catering department. Any use of outside audio visual services or production companies are subject to approval by the appropriate Hotel management. The Hotel's designated audio visual provider has a staff of professionals who can deliver to our convention attendees the level of service that meets our standards. We invite you to work with our in-house partner to provide your audio visual needs during your events. Should the Group choose to use a different audio visual provider, the Hotel's quality standards and liability precautions must be maintained by our audio visual in-house provider, which will oversee the proper operation and care of our facility and equipment. Group's contracted audio visual provider must follow the guidelines for insurance listed under the "Insurance" section of the signed Agreement.

The following conditions must be adhered to:

- A technical coordinator will be assigned to your audio visual company during the load-in, load-out and rehearsal of your event. The coordinator is to maintain the Hotel's standards and guidelines while also assisting as a working technician with the load-in, load-out and rehearsal of the event.
- A rigger is required for all equipment that is to be hung in the ceiling. All riggers must be contracted by our audio visual in-house provider.



- All non-display vehicles (lifts, booms, forklifts) inside the Hotel's Convention area must have white tires (or saran wrap around them) and free from leaks before they will be permitted to come inside the Hotel's Convention Center.
- All electrical service must be organized in advance with our audio visual in-house provider.
- Audio patch fees will be charged whenever an outside audio visual company brings in its own audio equipment and wishes to use the Hotel's Convention Center P/A.
- All audio visual companies are required to comply with all applicable laws, rules, regulations and codes established by federal, state and local authorities including, without limitation, OSHA, and fire and safety.
- Audio visual companies are required to provide to our audio visual in-house provider a complete schedule of events at least 7 days before load-in, including, the dates and time of load-in and load-out and any rigging requirements.
- An operator is required during the use of the freight elevator; an operator supervisor provided by the in-house audio visual company is mandatory for load-in and load-out.
- All pre-existing installed audio visual equipment in the meeting space will be charged at the then applicable rate.

#### **LIVE ENTERTAINMENT TAX EVENTS**

In accordance with Nevada Revised Statutes 368A.200, Group shall have sole responsibility for the payment of all live entertainment taxes applicable to Group's activities upon and/or use of the meeting/banquet space. As a tenant of a licensed gaming establishment, Group must understand the regulations relating to live entertainment in the event Group provides live entertainment in the meeting/banquet space. Group acknowledges that it is subject to the same requirements as the gaming licensee within whose establishment the Group operates. For more information, related to live entertainment, Group shall review the following:

Nevada Revised Statutes NRS 368A: <https://www.leg.state.nv.us/NRS/NRS-368A.html>

Nevada Administrative Code NAC 368A: <https://www.leg.state.nv.us/NAC/NAC-368A.html>

MICS – Entertainment: <http://gaming.nv.gov/index.aspx?page=182>

Station Casino Resource Guide: <https://www.sclv.com/LET-MICS-REQUIREMENTS>

Group agrees that (a) all fund relating to the remittance of live entertainment taxes shall be sent to Hotel to be included with SCLLC's remittance and that no fund shall be remitted directly to the State of Nevada and (b) all documentation related to Group's live entertainment shall be retained for five (5) years and shall be made available upon request to SCLLC's Internal Audit department and the Nevada Gaming Control Board. Group's failure to comply with the regulatory requirements could result in assessments, including fines and penalties. In order to protect SCLLC and Hotel, both of which are gaming licensees,



Group must receive approval from SCLLC's Director of Compliance prior to advertising or contracting with entertainers.

**MARIJUANA RELATED EVENT POLICY**

Group must ensure that any action related to convention, trade shows, or similar conference that may be related to marijuana or products derived from marijuana only focus on educational activities and/or the exchange of information related to the marijuana industry. As such, each Group is required to ensure that the focus be primarily on the fostering of business relationship between participants, the exchange of knowledge related to the trade, and other trade or educational activities that does not facility the actual possession or consumption of marijuana/marijuana related products on the Hotel and Hotel premises.

Further, any related marketing material posted or distributed to the public that contains the Hotel and/or Hotel name (and/or logo) that promotes marijuana related activities will not be approved Hotel in advance. Should a Group fail to adhere to any stated guidelines above, Hotel may, at its sole discretion, cancel any current or pending convention, trade shows, or similar conference and retain all monies on file.

**COMPLIANCE WITH SUPPLIER CODE OF CONDUCT**

Group acknowledges and agrees that it has read and understands the Supplier Code of Conduct and will conduct business in accordance therewith. The Supplier Code of Conduct is available at:

[HTTP://REDROCKRESORTS.INVESTORROOM.COM/SUPPLIER-CODE-OF-CONDUCT-PDF.](http://redrockresorts.investorroom.com/supplier-code-of-conduct-pdf)