



THE RITZ-CARLTON®
SAN FRANCISCO

Production Guidelines

**The Ritz-Carlton, San Francisco
600 Stockton Street
San Francisco, CA 94108
415-296-7465**

**PSAV
Rylan Kendall
Director of Event Technology
415-364-3433**

Please read the following Production Guidelines carefully and completely prior to any planning or setup activity for your event. A certificate of insurance (and in some cases a current Business License) is required on file with the hotel prior to any conducted business.

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Welcome!

The Ritz-Carlton, San Francisco is proud to have **PSAV** as our official source for all your audio-visual equipment and service needs.

If you are an outside services provider, an audio-visual company, producer or director, we extend a gracious welcome and thank you for helping our important guests have a successful event!

This document contains established guidelines and requirements that ensure proper operation and care for our buildings, event facilities, systems and equipment. In some cases, there are operational expenses and certain charges involved.

These guidelines also promote the safety of all guests and employees. As well, they hold each event and program to the high standards maintained by The Ritz-Carlton, San Francisco.

All outside vendors must sign a copy of these Guidelines as proof they will recognize and comply with each of the requirements and stipulations listed, without exception.

Audio-Visual & Technical Support

Because our Audio-Visual Department is staffed and equipped by PSAV, a premier national Staging and Production Company, there is no limit to the scope and technical sophistication for any programs held at The Ritz-Carlton, San Francisco. All PSAV's equipment, project managers and technical staff are available and ready to help ensure your program is a complete success.

If you choose to work in partnership with PSAV and utilize their full support for your A/V equipment and staging needs, many of the various Production Guidelines listed below are automatically met and your program will be extremely well coordinated with all departments throughout the hotel.

Please contact one of our PSAV A/V Sales and Production Managers by dialing 415-296-2307 or e-mail Joe Lahiff, Sr. Sales Manager at jlahiff@PSAV.COM.

You may utilize another A/V company; however, please be advised there are mandatory guidelines and specific charges in order for your outside provider to conduct business within The Ritz-Carlton, San Francisco. Outside A/V companies seeking to bring in their own equipment and technicians will be held responsible for understanding these Production Guidelines and fully complying with their enforcement.

Outside A/V Company Production Guidelines and Requirements Summary:

- 1) Load-in and Load-Out days must be supervised by PSAV at prevailing labor rates.
- 2) Use of hotel or venue systems and facilities are subject to daily charges at published rates.
- 3) All rigging equipment and labor must be arranged through PSAV and will be charged at published rates.
- 4) All electrical power utilized by outside vendor equipment will be billed at published rates.
- 5) All internet connectivity requested by an outside vendor will be billed at published rates.
- 6) All cabling and wires installed by an outside vendor must be securely taped and routed, then inspected by Hotel Security or a technician from our A/V Department.
- 7) All outside companies and vendors must file a Certificate of General Liability.
- 8) Any operation or safety permits required by an outside vendor or company will be charged for including any applicable processing fees.
- 9) Complete production planning and scheduling must be submitted by all vendors 30 days prior to event start and receive hotel approval.
- 10) All outside vendors and companies must follow and adhere to each of the requirements, charges and stipulations listed in the complete Production Guidelines memorandum available from the Hotel Planning Manager or A/V Department.
- 11) The outside vendor or company must ensure all loading dock and other back-of-house activities are pre-arranged and schedule approved by the Hotel Loading Dock Supervisor, Security Department and Meetings & Special Events Manager.
- 12) Outside vendor or company crew must wear identifying tags or passes and observe all normal staff rules and regulations, such as smoking restrictions, no use of public restrooms, no congregating in guest areas, and no roaming back-of-house for food, drink or hotel supplies and consumables.

PRODUCTION GUIDELINES REQUIREMENTS & FEES QUICK-REFERENCE:

RIGGING	**Chain hoist and truss exclusive** \$251/per day - Hoist/Rig Point/Hardware \$60/per day - Charge Per Point \$85/per day - 10' Tomcat Truss \$250/per event - Rigging Safety Review/CAD Work
POWER	60 AMP Spider Box - <i>quoted on receipt of details</i> 100 AMP 3-phase - <i>quoted on receipt of details.</i>
LOAD-IN/ LOAD-OUT - SET/STRIKE LIAISON**	\$130hr/7AM - 5PM, Monday - Friday (5 hr. minimum call) \$195hr/5PM - 7AM/Weekends/ Holidays
BANQUET LIFT CHARGES	\$250/load in fee - \$250/load out fee – AV to operate Banquet Lift (<i>This is in ADDITION to the Liaison service</i>)
INSURANCE	Certificate of general liability must be on file with The Ritz-Carlton, San Francisco.
PERMITS	As required per event.
PRODUCTION SCHEDULE	Must be received 10 days prior to load-in of event.

*** Rigging labor and support is limited to the specific purpose of rigging only.

***Outside production companies must use PSAV rigging support and hardware at prevailing rates.

***This location is chain hoist and truss exclusive. PSAV will provide and set up all truss and chain hoists at prevailing rates (see page 7 for reference)

***Outside production companies must use PSAV for power distribution support at prevailing rates

****Load-in and Load-Out liaison responsibility is limited to observation, inspection, and logistical communications support.

PSAV reserves the right to deny the use of any equipment not in keeping with hotel standards of quality.

PSAV reserves the right to deny any use of unsafe equipment or setup.

A taxable (%) service charge and sales tax will be added to all equipment pricing.

REQUIRED DOCUMENTATION AND DUE DATES

DOCUMENTS

DUE DATES

o Signed copy of Production Guidelines (see page 17)	___ 30 days prior to event load-in
o Credit Card Authorization	___ 30 days prior to event load-in
o Certificate of Liability Insurance (see page 15)	___ 30 days prior to event load-in
o Complete Production Schedule (see page 6)	___ 30 days prior to event load-in
o Schedule Rigging Services form submitted (see page 7)	___ 21 days prior to event load-in
o Electrical Requirements (see page 8)	___ 14 days prior to event load-in
o Diagrams	___ 14 days prior to event load-in
o Flame-Proofing Certificate (see page 9)	___ 14 days prior to event load-in
o Copies of all Necessary Licenses and Permits (see page 11,16)	___ 3 days prior to event load-in
o Audio Frequencies List (see page 6)	___ 3 days prior to event load-in
o List of all on-site Authorized Contacts and Phone numbers (see page 11)	___ 3 days prior to event load-in
o Daily Labor List or Call Sheets (see page 11)	___ Day of event

AUDIO-VISUAL GUIDELINES & REQUIREMENTS

The Ritz-Carlton, San Francisco has chosen **PSAV** as the preferred provider of sound, video, lighting, rigging and electrical services. The Ritz-Carlton, San Francisco highly endorses and recommends PSAV's extensive staging and production support, as well as their on-site A/V department, for all events, conferences, programs and exhibits events held here.

A PSAV representative will be assigned to assist in the planning and production process of your event. PSAV maintains a professional on-site staff, extensive on-site inventory, as well as nationwide equipment and technical production personnel to provide complete, professional, turn-key support for your entire program.

Please feel free to contact the following individuals for more detailed information:

Rylan Kendall
Director of Event Technology
PSAV
415-364-3433
rkendall@PSAV.com

Joe Lahiff
Sr. Sales Manager
PSAV
415-296-2307
jlahiff@psav.com

Listed within this document are the complete production guidelines of The Ritz-Carlton, San Francisco. Required information and signoff must be received by The Ritz-Carlton, San Francisco from the Client and any third-party supplier no less than 30 days prior to load-in of the event.

In-House Systems and Equipment

The Ritz-Carlton, San Francisco exclusively authorizes PSAV to administer the use of in-house, built-in A/V systems. If these systems are to be utilized by an outside vendor, PSAV will provide access and patching to the systems at prevailing rates. Should an outside supplier require a patch to the house sound system, the system's rental fee will be \$150 patch/ per room/ per day. Should the supplier not wish to use the existing system, they must then provide the entire audio package, complete with external sound; amplification, microphones, and cables (also see insurance). The outside vendor must additionally provide a list of all wireless frequencies to be used at the hotel during the event. It will be the sole responsibility of the outside vendor to ensure these frequencies do not interfere with any in-house A/V components or resort systems, by changing the vendor's frequencies if necessary. PSAV must approve the use of all RF and UHF frequencies to be used at The Ritz-Carlton, San Francisco.

Required Liaison Supervision

A PSAV liaison supervisor will be assigned to work with the outside supplier at prevailing labor rates. This person will oversee all load-in/load-out activities within the meeting space, assisting with communication to internal departments, making sure the standards and policies of The Ritz-Carlton, San Francisco are followed, and noting any damage to the hotel as a result of use, misuse, or negligence. Programs that are more extensive may require the use of two or more liaison supervisors at prevailing rates.

Arrangements for direct billing of these and any additional audio-visual related charges to you or your production company must be made at least (30) days in advance of the event load-in. If appropriate arrangements are not made, all charges will be placed on the client hotel master account. To prepare for any on-site additions, The Ritz-Carlton, San Francisco advises that billing provisions be established in advance, even if there are no planned orders. (See also "insurance")

Production Schedule

A complete production schedule for your program is mandatory and must be provided in writing to both PSAV and the assigned Convention Services/Catering Manager at The Ritz-Carlton, San Francisco. This schedule must be presented at least 14 days prior to program start and is to include load-in times, load-out times, times of audio/visual support, times where excessive volumes may be expected, loading dock usage times, power tie-in/disconnect requirements and darkroom schedule. Copies can be e-mailed, faxed or mailed to The Ritz-Carlton, San Francisco. It should be understood that your production schedule may require amending, should it be found to be in conflict with other activities planned in and around The Ritz-Carlton, San Francisco or to violate rules and safety requirements.

Other Equipment

Audio/visual equipment such as audio loudspeakers, screens, projectors, lighting, drapery, etc. is available for rent through PSAV, our in-house supplier.

Rigging

Pre-Show Standards

- The Schedule Rigging Services form must be submitted online, along with a scaled rigging plot, 21 days prior to load in. Events scheduled with less than 21 days' notice will incur additional charges.
- A charge of \$250 per event will be assessed for a comprehensive safety review by our Rigging Supervisor. This review will verify point load calculations, staffing needs, equipment needs and CAD support to provide feedback on the initial rigging plot. Additional CAD assistance is available if needed and can be provided for an additional charge.
- Rigging plots must contain all flown equipment in addition to a reflective ceiling plan with hang-points. The Rigging Supervisor will contact you to give you 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'.

Rigging Equipment Guidelines

- PSAV is pleased to exclusively provide Prostar Chain hoists and Tomcat Truss. These hoists and truss were designed specifically for hotel and convention center use. PSAV shall be the sole provider of all chain hoists and truss used at this location.
- A scissor lift is required for all rigging calls at the hotel. PSAV has lifts available for rent. All lifts used at this location must have white, non-marking tires and be in good condition. Operators must present documentation verifying that they are trained in scissor lift operations.
- Construction or outdoor lifts will not be allowed in the hotel.
- All equipment and materials flown must pass ANSI guidelines and be approved by PSAV.
- Any dynamic (moving) element requires an arrester device.
- A steel safety backup is required on each individual item suspended with a nylon sling.
- All nuts and bolts used overhead must be rated and all wire rope clips and overhead hardware (eyebolts etc.) must be forged, unless approved by PSAV.

Ballroom Standards

- All ballrooms are equipped with permanent rigging points with various load ratings. Please refer to the facility CAD files for exact locations of the rigging points and ratings. There is NO RIGGING OTHER THAN TO THE PERMANENTLY INSTALLED RIGGING POINTS.
- All connections to the ceiling or supporting structure of this location must be made by PSAV.
- Flown equipment may only be moved by a PSAV rigger. Adjustments to any flown equipment will only be done under the supervision of PSAV.
- Additional weight cannot be applied to flown equipment after PSAV riggers leave the room.
- Under no circumstances may a person be suspended, walk or climb upon any point or supporting structure attached to the ceiling.

PSAV On-Site Practices

- Late schedule changes or changes to the previously approved and submitted CAD Plot will result in additional charges.
- PSAV will make all connections to the ceiling and assist your staff in attaching those connections to PSAV owned truss and your equipment. Please contact our offices for clarification of what services and equipment we offer to assist you in a safe and cost-effective event.
- PSAV will not "dead hang" items over 100lbs or 10' in length with a scissor lift. Chain hoists or crank towers must be used.
- Cable bridge truss is required when cable bundles exceed four (4) Soco or other similar multi-cable.

Rigging Equipment & Labor

Equipment Rates

Hoist/Rig Point/Hardware	\$251/per day
Charge Per Point	\$60/per day
10' Tomcat Truss	\$85/per day
Rigging Safety Review/CAD Work	\$250/per event
Scissor Lift Weekly Rental	Call for Pricing
Scissor Lift	Call for Pricing

Labor Rates

Weekdays (Depending on time)	\$145/per hour
Weekends and Evenings	\$217.50/per hour
Holidays	\$217.50/per hour

- All rigging crews will consist of a minimum of two (2) riggers. The number of riggers and equipment required for your event will be determined by PSAV.
- Eight (8) hour minimums will apply to all calls, per rigger. Time beyond eight (8) hours will be billed in full-hour increments. Contact your PSAV representative for further details.
- Riggers must have a meal break every five (5) hours. If there is less than eight (8) hours between rigging calls, additional charges will apply.
- Scissor lift rental pricing is subject to availability and should be confirmed 14 days prior to your event. All prices subject to change without notice.
- A service charge will apply to all Rigging Services

*****Please contact on-site staff for any specific holiday requests.**

Rigging Instructions

1. To schedule Rigging Services and to receive updated CAD drawings of our facilities, please visit:
<http://www.psav.com/riggingform>
2. If you have additional questions, please contact the area rigging supervisor at:

Emory Clark	Shaylyne Krumdieck
Area Rigging Coordinator	Director, Event Technology
928.533.9872	415.364.3435
emclark@psav.com	skrumdieck@psav.com
3. The PSAV Rigging Coordinator will review and forward your request to the PSAV on-site team. The on-site PSAV team will forward rigging estimate for your review and signature along with verification of your proposed rigging plot.

Power

PSAV handles all power requests. All power requests must be made at least fourteen (14) days before the event. Any power needs are subject to a charge at prevailing rates, per amp, per phase, per day. In addition, there will be labor charges for installation/removal, and rental of resort supplied equipment if applicable.

Rates are as follows:

Power Strips.....	\$20 per day
Extension Cords.....	\$20 per day
Power Drop.....	<i>quoted upon receipt of details</i>
Electrician Rate.....	<i>quoted upon receipt of details</i>
Power Panels, etc.....	<i>quoted upon receipt of details</i>

All outside vendor extension cords used for meetings and events must be 12/3 gauge per The Ritz-Carlton, San Francisco. All cords and cables must be taped down and covered safely per the standards and policies of The Ritz-Carlton, San Francisco. When it is necessary to install cords or cables in any area where personnel or guests may travel, including the service areas, The Ritz-Carlton, San Francisco requires that cable ramps be used to ensure safety. All cable ramps, as well as taped down cords and cables are to be inspected for safety purposes prior to events by a PSAV representative.

Lighting

PSAV is the sole and exclusive operator of The Ritz-Carlton, San Francisco ballroom lighting systems. Any programming of preset scenes, breakering off circuits, etc., must be arranged and carried out by a representative of PSAV. A limited number of programmable house light controllers are available. Please contact PSAV for rates and availability no later than fourteen (14) days prior to the event load-in.

The following lighting guidelines apply to all outdoor events at The Ritz-Carlton, San Francisco:

- PSAV will approve all lighting designs and will be available to answer technical questions during the planning process.
- Existing, permanent lighting provides basic illumination of traffic areas and accents for the hotel's buildings and landscaping.
- All event lighting shall be of a temporary nature.
- Installation and removal of event lighting will be done on a per event basis.
- Timing of installation and removal must be coordinated as closely as possible with the actual event time so as not to negatively impact the hotel guests.
- Lighting equipment installed on the hotel building is prohibited.
- Wide area floodlighting is prohibited.

Lighting design may incorporate the following:

- Color washes of buildings and landscaping using equipment at ground level
- Buffet lighting using umbrellas and reflective equipment. (Any lighting illuminating food items must be approved by the Executive Chef.)
- Lighting installed temporarily in surrounding areas utilizing pre-approved light fixtures and equipment.

Lighting design shall remain in keeping with the décor and ambience of The Ritz-Carlton, San Francisco. The Ritz-Carlton, San Francisco reserves the right to disapprove any lighting design, which it considers inappropriate.

Fireworks/ Indoor Pyrotechnics

Direct approval from The Ritz-Carlton, San Francisco Director of Security, Director of Engineering, Meetings & Special Events Manager and the San Francisco Fire Marshal is necessary for any use of pyrotechnics, fog machines, laser effects or any other such effect on The Ritz-Carlton, San Francisco property, whether indoor or outdoor. You must submit a copy of your local permit, business license, liability insurance, and type of pyrotechnics to be used to the Meetings & Special Events Manager assigned to your group no later than (30) days prior to your event (see also insurance). One or two Security Associates will be required & assigned to staff specific life safety systems during any testing and operation of indoor hazing, or pyrotechnic equipment. All indoor hazing is limited to water based hazing units. All hazing chemicals and equipment must be inspected and approved by The Ritz-Carlton, San Francisco Safety Staff, prior to discharge. Please see the Meetings & Special Events Manager for current prevailing rates.

Flame-Proofing Certificate

All materials used in the hotel meeting space (pipe and drape, liners, backdrops, props, skirting, stage coverings, etc.), *may* require a certification of flame-proofing or fire retardation by the appropriate authority. Outside vendors who are subject to these certifications must present this information to the Conference Services/ Catering Manager no later than (14) days prior to load-in and will be notified to do so by PSAV. Any material is subject to inspection by the San Francisco Fire Protection Fire Marshal and/ or Director of Security. Any material found not certified must be removed from the event immediately.

Storage

The Ritz-Carlton, San Francisco has very limited storage space for guest/group related packages. Should you anticipate the need for storage, please contact your Meetings & Special Events Manager for availability and arrangements. Be sure to include dressing rooms, private storage rooms, as well as move-in and move-out dates (load-in and load-out may be conducted only during the scheduled time contracted by your group). Should storage space be required for any audio-visual equipment or project while a company is on site, full room rental is assessed for each day the space is required. At no time will a production company be allowed to store freight, crates, or equipment in any public or service areas, including back hallways or the loading dock without prior approval from the Meetings & Special Events Manager working your event and the Dock Master.

Loading Dock Activities

All outside vendor loading dock requirements must be submitted to the Meetings & Special Events Manager no later than fourteen (14) days prior to the event load-in. This will include a requirement to provide the following:

Dock Schedule:

- Correct dates and times of required activity
- Load-in start time
- Load-out start time
- Amount of time needed per day for loading and unloading only

Vehicle Profile:

- Vehicle size
- Number of vehicles docking
- Name of group, company, and/ or person(s) using the dock

All vehicles must register with The Ritz-Carlton, San Francisco's Director of Security upon arrival.

The hotel does not provide or supply carts, hand trucks, dollies, or fork lifts, etc. Vendors must supply their own equipment to facilitate their loading/unloading activities. Any vehicle or apparatus moving equipment inside the hotel must be pre-approved by the Director of Engineering and have all wheels wrapped in plastic prior to entering the ballroom.

Parking

- Overnight parking of production vehicles is not permitted on hotel property. However, if setup time occurs overnight, parking may be approved by the Meetings & Special Events Manager or Director of Security.
- Any commercial or private vehicles parked in an area not prearranged by the Meetings & Special Events Manager and/or Director of Security will be subject to immediate towing.
- Parking of the trailers not permitted on hotel property. Load-in and load-out will be through the hotel's loading areas only. No outside contractor may park their trucks on hotel property overnight unless authorized by the Meetings & Special Events Manager or Director of Security.
- Parking permits will be issued and must be displayed in the window of the vehicle.
- Your Meetings & Special Events Manager can provide information regarding alternative parking options.

Outside Personnel

The following are "House Rules" for any outside personnel (see also insurance):

- All labor, hired or representing an outside supplier (outside personnel), must check in at Security and receive a guest pass. List of all on-site Authorized Contacts and Phone Numbers associated with the program must be received no later than 3 days prior to event. Labor List or Call Sheets for personnel on site will be required daily.
- Outside personnel must wear clothing that is neat in appearance and meets The Ritz-Carlton, San Francisco Guidelines.
- All vendors including, but not limited to, event volunteers, musicians, florists, photographers, entertainers, linen companies, props and décor companies must coordinate their arrival time and their proper load-in/load-out locations with the Meetings & Special Events Manager for the function. On the day of the function, each individual entering on property must check-in with Security to receive a guest pass and if necessary, a parking pass (see also Parking). All vendors must enter the property from the hotel loading and staff entrance. No vendor may enter through the front entrance. When loading in or out, at no time may vehicles block fire lanes or driven on grass areas.
- Elevator usage is limited to service elevators. Elevator landings are monitored by security cameras and any damage will be billed accordingly.
- A copy of any entertainment/entertainer's riders (their lists of required A/V and service needs) must be provided to your program's Meetings & Special Events Manager and PSAV no later than fourteen (14) days prior to the event.
- It is against state and federal laws for the consumption of any alcoholic beverages to occur on property while under contract. This includes the purchase of any alcoholic beverages in any of the hotel lounges, bars, or restaurants. Should a guest offer a drink, we ask that outside personnel only accept soft drinks and/or coffee or tea.
- There is no consumption of food or beverage on property with the exception of prearranged crew meals. Food and beverage requirements for crews should be submitted to your respective Meetings & Special Events Manager, thirty (30) days prior to arrival. We expect outside personnel to adhere to the same policies that The Ritz-Carlton, San Francisco employees do. This means no food should be eaten from reception lines, back of the house "leftovers", etc.
- The Ritz-Carlton, San Francisco is a non-smoking facility. There is no smoking permitted in any public areas or back of house of the hotel. This includes all function rooms and outside locations. Outside vendors are expected to locate the designated area for smoke breaks for outside personnel and The Ritz-Carlton, San Francisco associates and utilize them.
- Any horseplay, foul language, inappropriate attire, or disruptive behavior is a violation of The Ritz-Carlton, San Francisco policy and will result in the removal of the individual(s). Theft, misappropriation of property, or aiding in such acts will result in removal with possible criminal prosecution.

Insurance

All outside suppliers and/or companies providing services relative to any event are required to provide proof of commercial general liability insurance. ***The amounts shall be no less than \$1,000,000 per occurrence and \$2,000,000 general aggregate and worker's compensation insurance as required by California State Statute.*** Certificates of insurance evidencing the required insurance must be received by the Meetings & Special Events Manager before load-in for any event and must name The Ritz-Carlton, San Francisco and all associated parties as additional insured. An example of an acceptable certificate of insurance is included at the end of this document.

The following are required when using an outside audio/visual supplier:

- A certificate of insurance evidencing \$1,000,000 per occurrence general liability insurance and naming The Ritz-Carlton, San Francisco and all associated parties as additional insured.
- Adherence to all local and federal codes as well as standards of The Ritz-Carlton, San Francisco.

Lifts

Gas or Propane forklifts are not allowed in the hotel.

The Ritz-Carlton, San Francisco does not automatically provide or loan airlifts, scissor lifts, ladders, forklifts, etc. Any lift equipment needed is the responsibility of outside company, or is available to rent through PSAV at prevailing prices. Please contact your PSAV representative for rental information no later than fourteen (14) days prior to the requested date.

Drayage and Material Handling

The Ritz-Carlton, San Francisco has no storage facilities for exhibit materials. All freight must be consigned to the exhibit company. Shipments that arrive before show time will be refused and/or forwarded to an exhibit company at the shipper's expense. In our efforts to provide our customers the best possible product in allowing us to monitor the condition of the entire area on a continuing basis, we have implemented the following drayage policy guidelines:

- Prior to load-in, a PSAV liaison provided at prevailing labor rates (five-hour minimum charge), will walk through the area that is to be used and will note any existing damage to the area or carpet.
- For all event/exhibit set-ups, heavy-duty plastic mats or runners are to be put down to protect the carpeting when conveying crates and boxes exceeding 500 pounds. The entrance and exit doors must be padded to protect the doors and doorframes.
- Protective floor covering should be placed under any exhibit that may create stains.
- At the conclusion of load-out, a PSAV liaison provided at prevailing labor rates (five-hour minimum charge), will walk through the area and will note any new damage to the area or carpet.
- Any and all expenses for clean up or repair incurred by the hotel will be billed to the drayage company.
- It will be the responsibility of the drayage company to give The Ritz-Carlton, San Francisco notice fourteen (14) days in advance of the load-in date of any show so that the hotel can make the necessary arrangements for access to the ballroom. (Please tell us how many containers will be unloaded as well as the name of the person in charge of the freight on site.)
- No empty crates, boxes, pallettes, or any equipment may be stored in the back hallways.
- Any excessive trash and miscellaneous debris left by shows is to be cleared out by the drayage company and not left for The Ritz-Carlton, San Francisco to clean up. The outside vendor is responsible for removing from The Ritz-Carlton, San Francisco premises; all wooden materials (e.g., crates, flats and pallettes). These items are not to be left at the trash compactor or adjacent areas. Any expenses for clean up incurred by The Ritz-Carlton, San Francisco will be billed to the drayage company.
- Nothing shall be posted on, nailed, screwed, or otherwise attached to columns, walls, floors, or other parts of the building or furniture.

Cleaning and Custodial Services

The Ritz-Carlton, San Francisco does not provide cleaning services unless stipulated in the Group Sales Contract. It is the responsibility of the Group's Meeting Planner to ensure all function space is left in "vacuum ready" condition. This applies to the loading dock area as well. The group's cleaning contractor may use the hotel's dumpster with the approval of the Meetings & Special Events Manager for the disposal of nonhazardous dry materials. Additional dumpsters are available at a determined cost. Contact your Meetings & Special Events Manager for pricing and arrangements.

Exhibits

Please contact your Meetings & Special Events Manager for information regarding exhibit services.

All exhibits require a Fire Permit and approval of the San Francisco Fire Marshall. A walk through and inspection of the function space must be scheduled with the Banquet Manager before any load-in and after any load out.

Exhibits using food, beverage, ink, chemicals or other liquids must be installed over *Visqueen* or “plastic sheeting”. Booth equipment, furniture, and carpeting must be confined to the measured limits of the booth. Painting, mixing of chemicals or explosive materials is strictly prohibited.

The hotel cannot loan tools or ladders due to safety / liability concerns. Please arrange to bring any equipment you may need. Any supplemental equipment such as risers and tables are available with advanced notice and will be subject to a rental fee. Please contact your Meetings & Special Events Manager to inquire what equipment and services are available.

Pallets and pallet jacks are not allowed in the Foyers or the hotel Lobby at any time. Exterior usage of pallet jacks or forklifts requires the placement of wood or rubber flooring protection (contact Hotel Engineering Department for further information).

Information regarding permits plans, and Fire Code Regulations for indoor and outdoor events is available through:

San Francisco Bureau of Fire Prevention
698 Second Street, Room 109
San Francisco, CA 94107
(415) 558-3300

Banners

All banners and signage must be hung by a Hotel Engineer or representative at a minimum charge of \$65 per banner. Additional charges may be assessed depending on the banner size and location. Lift charges may also apply. Final banner placement must be approved by the Meetings & Special Events Manager and Director of Engineering prior to group's arrival.

All signage must be professional in nature and be approved by the hotel. All banners to be hung must have grommets in the top and bottom edges of banner. The use of The Ritz-Carlton, San Francisco logo in any material must have prior The Ritz-Carlton, San Francisco approval. Any client wishing to place signage in the lobby must have prior written approval from The Ritz-Carlton, San Francisco General Manager.

The use of nails and/or staples is absolutely prohibited on any exposed molding or wall. Any banners, posters, or signs to be affixed to walls of meeting rooms must be carried out by a Hotel Engineer. However, tape is allowed on stages and dance floors for spiking of equipment or talent provided the outside personnel remove it at the conclusion of your event.

Security

Your Meetings & Special Events Manager can coordinate in-house security services for your event. Current rates for unarmed security guards are \$65 per hour (The Director of Security must be notified if firearms are going to be required.) A four-hour minimum will apply to any security service required or requested. This price is subject to change depending upon the amount of notice given.

All outside security firms must have the pre-approval of the Director of Security and the Meetings & Special Events Manager in accordance with The Ritz-Carlton, San Francisco Operating Procedures.

Guidelines include, but are not limited to:

- Firm has met the Resort's licensing, background, drug testing, and insurance requirements.
- All officers are in uniform and maintain acceptable grooming standards.
- No smoking or eating during business hours.
- Firearms are NOT permitted.
- Use of The Ritz-Carlton, San Francisco associate cafeteria by any outside supplier is prohibited.
- A signed “Hold Harmless Agreement” must be on file with the hotel.

Miscellaneous

- All labor rates quoted are subject to a 5-hour minimum regardless of the group or the set up. Rigging labor rates are subject to an 8-hour minimum.
- Tax – All above pricing is subject to state and local sales taxes.
- All pricing is subject to change without notice.
- For any other additional information, please contact your Meetings & Special Events Manager.

Motorized Vehicles

Any vehicle displayed indoors requires a fire permit from the San Francisco Fire Marshall at least two weeks before the event. A visual walk through with the Director of Loss Prevention and Engineering Director is required before moving any vehicle into the area. The vehicle must be pushed or lifted into the room. Vehicles to be driven into any function space must meet the same terms as the indoor pyrotechnics requirements. *Visqueen* *see note above must be placed under the vehicle for the entire duration of the display.

All motorized vehicles must have the battery disconnected and secured via duct or masking tape. The fuel tank must be less than ¼ full. The fuel tank should also be secured with duct or masking tape. Tractors, generators, chain saws and other such fuel-powered equipment must be secured in a similar manner.

**The Ritz-Carlton, San Francisco
Automobile/Motor Vehicle Display Standards**

A special permit is required for any vehicle being displayed inside the building. The exhibit contractor shall make special permit applications to the San Francisco Fire Marshall, twenty-one (21) days prior to arrival.
San Francisco Fire Department 698 - 2nd Street San Francisco, CA 94107

Vehicle Requirements

No more then 61 ½ “ in total height
No more then 185 “ in total length
No more then 84 ½ ” in total width
No more then 5,000 lbs in total weight

Fuel supply reservoir must be less then ¼ full
All fuel caps must be locked and secured from opening
Battery must be disconnected at the “Hot Lead” and the lead shall be safely secured

Vehicle lift is to be operated by Hotel personnel only
Vehicle is to be pushed into place and under no circumstances driven
Plastic sheet floor protection is to remain under vehicle to protect carpeting at all times
Completed Engineering Service Order form

City permit verification and vehicle visual inspection to insure vehicle is safe to enter the building must be performed and signed off by the Engineer on duty prior to the vehicle entering the building.

Acceptance

I have read and understand The Ritz-Carlton, San Francisco’s Vehicle Display requirements. I will ensure that my company is in compliance with the terms listed therein. By signing this document, I also agree to provide appropriate Certificate of Liability Insurance naming the Hotel as additional insured.

Signature

Date

Printed Name, Title

Vendor Company Name



CERTIFICATE OF LIABILITY INSURANCE

Page 1 of 2

DATE (MM/DD/YYYY)
05/23/2012

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: _____	FAX: _____
	PHONE (A/C, NO, EXT): _____	
INSURED	E-MAIL ADDRESS: _____	
	INSURER A: _____	INSURER F: _____
	INSURER B: _____	
	INSURER C: _____	
	INSURER D: _____	
	INSURER E: _____	

COVERAGES

CERTIFICATE NUMBER: _____

REVISION NUMBER: _____

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADD'L SURR INSRD W/O	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY			7/31/2011	7/31/2012	EACH OCCURRENCE \$ 1,000,000
	☒ COMMERCIAL GENERAL LIABILITY					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000
	☐ CLAIMS-MADE ☒ OCCUR					MED EXP (Any one person) \$ 5,000
						PERSONAL & ADV INJURY \$ 1,000,000
						GENERAL AGGREGATE \$ 4,000,000
						PRODUCTS - COMP/OP AGG \$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:					
	☒ POLICY ☐ PROJECT ☐ LOC					
B	AUTOMOBILE LIABILITY			7/31/2011	7/31/2012	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000
	☒ ANY AUTO					BODILY INJURY (Per person) \$
	☐ ALL OWNED AUTOS ☐ SCHEDULED AUTOS					BODILY INJURY (Per accident) \$
	☒ HIRED AUTOS ☒ NON-OWNED AUTOS					PROPERTY DAMAGE (Per accident) \$
C	☒ UMBRELLA LIAB ☒ OCCUR			7/31/2011	7/31/2012	EACH OCCURRENCE \$ 5,000,000
	☐ EXCESS LIAB ☐ CLAIMS-MADE					AGGREGATE \$ 5,000,000
	DED ☒ RETENTION \$ 25,000					
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			7/31/2011	7/31/2012	☒ WC STATUTORY LIMITS ☐ OTHER
D	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/ MEMBER EXCLUDED? (Mandatory in NH)	Y/N	N/A	7/31/2011	7/31/2012	E.L. EACH ACCIDENT \$ 1,000,000
E	If yes, describe under DESCRIPTION OF OPERATIONS below			7/31/2011	7/31/2012	E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
F				7/31/2011	7/31/2012	E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Workers Compensation			7/31/2011	7/31/2012	See Above for Limits

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach Acord 101, Additional Remarks Schedule, if more space is required)

See Attached

CERTIFICATE HOLDER**CANCELLATION**

The Ritz-Carlton, San Francisco
Attn: _____
600 Stockton at California
San Francisco, CA 94108

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Coll:3741511 Tpl:1304886 Cert:17923237 ©1988-2010 ACORD CORPORATION. All rights reserved.

ACORD 25 (2010/05)

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Dear Sir or Madam,

The Ritz-Carlton San Francisco Hotel requires proof of insurance from vendors and contractors that do business with the hotel. As such, we need you to send us a certificate of insurance naming the list below as additional insured:

- The Ritz-Carlton, San Francisco
- The Ritz-Carlton Company, LLC
- Marriott International
- CWI 2 SAN FRANCISCO HOTEL, LP
- San Francisco 2 Hotel Operator, LLC
- Watermark Capital Partners, LLC

Please provide us with a certificate of insurance (COI) evidencing the following coverage limits:

- Auto Liability - \$1M if vendor drives a company or leased vehicle and proof of insurance if vendor drives personal vehicle (if vendor is transporting guests, please see the DFA for coverage limits)
- Worker's Compensation – Statutory Limits
- Employers Liability - \$500K each accident
- General Liability (GL) coverage, please select the applicable related and associated coverage from the list below:
 - *Advertising/Marketing – GL of \$1M and Professional Liability of \$1M*
 - *Arcade/Video machines – GL of \$1M*
 - *AV Services – GL of \$1M (basic install) or \$3M (complex install)*
 - *Cable/Internet/Phone Installation – GL of \$5M*
 - *DJs/Bands – GL of \$1M*
 - *Electrical – GL of \$5M*
 - *Furniture Movers – GL of \$3M*
 - *Magician – GL of \$1M*
 - *Office Equipment Servicing – GL of \$1M*
 - *Photographers – GL of \$1M*
 - *Recycling – GL of \$2M*
 - *Tents – GL of \$5M (\$2M for under 100 ppl) --- Coverage must extend from set-up date through tear-down date*
 - *Wine Tasting – GL of \$1M and Liquor Liability of \$1M*
 - *Window Cleaning - \$3M*

Please mail the completed certificates 14 days prior to the event or service. If COI is not received prior to the event or service date, vendors/contractors will not be able to conduct any work at the hotel.

Please present the certificate holder as:

The Ritz-Carlton San Francisco
600 Stockton Street
San Francisco, CA 94108
Attention: Engineering

You may fax the certificate to 415-364-3419 or email. Again, please ensure that all five entities are listed as additional insured. If you have any questions or concerns, please contact me directly at ilduce.bautista@ritzcarlton.com. Thank you for your prompt attention.

Acknowledgement

I, _____, a representative of _____,
fully understand these Production Guidelines and agree to the conditions and fees herein during all event
activity which I will facilitate at The Ritz-Carlton, San Francisco.

Signature_____

Date_____