



Four Seasons Hotel Las Vegas AV Production Services Procedures & Policies

On behalf of Encore Global – Welcome and thank you for choosing to hold your event at Four Seasons Hotel Las Vegas!

Encore is the preferred, in-house event technology provider at Four Seasons Hotel Las Vegas. Our team is ready to assist in planning and flawlessly executing your event by being a partner in your success through our extensive knowledge of the facility, high level customer service standards, & our seamless involvement with the Hotel staff. We also understand that you may choose to utilize Outside Production or AV Companies as needed.

As required by the Four Seasons Hotel Las Vegas to ensure the safety of our guests and the integrity of the facility, Encore manages and oversees all AV vendors and Production companies providing services within the Hotel.

We appreciate your review of the following conditions that must be substantiated and received prior to your event at The Four Seasons Hotel Las Vegas. Please feel free to reach out to us if we can be of any assistance.

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Operating Guidelines

All Production companies must provide Encore & the designated Four Seasons Hotel Las Vegas Catering or Conference Services Manager a detailed Schedule of Events, 21 days prior to the load-in of the event. This document should include:

- Accurate dates and times of the show load-in and load-out times, rehearsal schedule, fire watch schedule, show schedule, and electrical install and removal times
- Schedule of pre & post walk-through of event space
- Full power requirements
- Full list of all equipment needing to be supplied by the Four Seasons Hotel Las Vegas Banquets setup team.
- List of subcontracted companies with contact name, address, and phone numbers. Specify exactly what services each company is providing and when they will be on property.
- Exact timeline for all staging, control, and camera risers, audience seating, etc. is to be set by Four Seasons Hotel Las Vegas Banquets setup team.
- Exact sizes, including height, and placement of all control and camera risers.
- Exact times that any Hotel-provided equipment should be struck by Banquet Housemen to facilitate move-out.
- Any ancillary equipment requested for the production crew e.g. tables, chairs, garbage cans, phone lines, internet lines, etc.
- A complete scale diagram of the event. Note that any changes made to approved plans must be re-submitted for new approvals with applicable fees.

Outside Vendors must place on file with the hotel a certificate of insurance showing a minimum of **\$1,000,000** for each occurrence. This certificate must show the following: The **Four Seasons Hotel Las Vegas** and their subsidiaries and affiliates, and each of their officers, directors, representatives and employees are named as additional insured under the above policies.

All production companies are responsible for submitting floor plans of the event layout to the Clark County Fire Marshal no later than 45 days prior to your event. A Fire Marshal approved copy must be forwarded to your Convention Services Manager, and Encore at least three weeks prior to the event. Any changes to plans after original approval will require resubmission and new approval. Event rooms will only be set up by Four Seasons Hotel Las Vegas staff, according to a Fire Marshall approved plan.

The hotel maintains a strict policy for using pyrotechnics or fog machines within the convention area. Your Conference Services Manager must be notified of your intention to use pyrotechnics, fog, or haze 21 days prior to usage and will provide pricing for all associated charges. The hotel requires that a fire guard be stationed in the room during rehearsals and all performances. Fog machines must be water-based. No oil-based fog machines are allowed in the meeting space. Contact your group's Catering/Conference Services Manager for details.

A Encore Technical Supervisor will be assigned to your Production Company to oversee the load-in, set-up, teardown and load-out of your show. This position's main responsibility is strictly as an observer to maintain hotel standards in addition to providing you with quick access for your last-minute production needs. The Technical Supervisor will also do a walk-thru of the facility along with a Production Company's representative and note any damage that is in the room prior to the Production Company loading in. At the conclusion of the load out, the Supervisor will do a follow-up walk-thru and note any additional damage (if any) to the facility. The Production Company will be billed for all damages to the facility.

An optional On-Site Technical Liaison can be assigned to your Production Company during the duration of your actual meeting and event times. This position ensures a Encore staff member remains on-site throughout the actual event times in anticipation of potential pop-up equipment, power, labor, and other miscellaneous support needs that may arise during your event.

The meeting space has a dedicated freight elevator located at Four Seasons Hotel Las Vegas' loading dock. The loading dock & freight elevator are not to be used without prior written consent of the Four Seasons Hotel Las Vegas. Load-in & Load-out through the main entrance of the hotel is not permitted. On departure, loading dock must be left free of all debris or charges will apply. Listed below are the guidelines associated with the freight elevator & loading dock.

- Load-in available through the freight elevator or bay 4 on level one of the hotel.
- Up to 53 foot tractor trailers can be accommodated at the dock.
- Trailers cannot be parked behind the dock, once they have been unloaded, they must move the trailer to the overflow parking lot at Mandalay Bay.
- Parking must be arranged in advance at Mandalay Bay through FSLV Convention Services.
- No overnight parking is allowed at the dock.
- Only one vehicle at a time is permitted in the loading dock area.

- Trailers should have a lift gate, ramps or advance arrangements must be made for a forklift or pallet jacks (as they are not available on property).
- Compacter area of the dock must be clear at all times.
- Load-In & Load-out must be organized as to not unload all of the equipment on the dock prohibiting other deliveries to get to the main dock area.
- If additional vehicles are expected they would stage in the Mandalay Bay Parking overflow lot adjacent to the convention center until the freight elevator at bay 4 becomes available.

Please communicate all freight elevator & loading dock times to your Catering/Conference Services Manager.

Your Production Company must provide Encore with a list of radio and wireless microphone frequencies prior to using the equipment in or around the event space to assure there are no conflicts with the various entertainment departments and groups within the hotel.

No equipment, cases, scissor lifts and/or personnel lifts are to remain in the "back of the house" areas at any time. This includes the back hallways and loading docks. Storage space for outside audiovisual companies will be the sole responsibility of the audiovisual company. The Four Seasons Hotel Las Vegas will make every effort to secure space once notification is given but is under no obligation to provide such space. If space is available, the audiovisual vendor will be charged rack rate for such space.

There is **no smoking** permitted inside the Conference Center, or its back hallways. *Smoking is only permitted outdoors.*

All vendors/groups are responsible for leaving the hotel in the same condition it was found. All non-display vehicles inside the Conference Center must have white tires and free from leaks. ***Cleaning fees will apply should marks, leaks or damage be found on the carpeting or stages. The Production Company and/or group will be billed for all damage to the facility.*** If it is anticipated that there will be excessive trash, and additional waste, a container will need to be ordered through Convention Service. Please provide information at least 3 weeks prior to show date. Prices vary depending on size and length of time required.

For security reasons it is required that all staff members for outside Production Companies check in with Four Seasons Security prior to their start in order to receive an ID badge. **All production personnel are required to provide a form of identification to attain a Four Seasons vendor ID badge. Badges must be**

clearly displayed on each individual throughout their shifts and returned to Four Seasons Security. All backpacks and bags are subject to search at any time.

All labor employed by the Production or AV Company must wear appropriate clothing that is neat, clean, and reflects an overall appearance that conforms with the Four Seasons Hotel Las Vegas's image.

The possession or use of intoxicants on Four Seasons Hotel Las Vegas property or job sites is prohibited. Possession or use of drugs is prohibited, other than medicine prescribed by the employee's physician. Violation will result in immediate removal from the premises and possible legal action.

The possession of guns, explosives, or weapons of any kind is strictly prohibited. Fighting, physical violence, creating a disturbance, horseplay, disorderly conduct or the use of abusive language will result in immediate removal of the individual from the premises and possible legal action.

Theft, attempted theft, misappropriation of property, or the aiding of such acts will result in immediate removal and possible criminal prosecution.

Production Company employees are not permitted to consume food or drinks from any back of house area or other group functions.

Use of the Four Seasons Hotel Las Vegas employee cafeteria is prohibited for all outside production staff members and vendors.

All Rigging, Booth Lighting, Electrical, & Banner/Sign Hanging are exclusive tradeshow services of Encore. Outside Production Companies and/or Audio-Visual Service Providers are not permitted to provide any of the above-listed services on the meeting room floor.

No items will be attached to the ceilings, walls, or other hotel furnishings without the advance approval of the hotel. There will be no nailing or screwing into staging, flooring, ceiling or walls for any reason.

Exclusive Services

Electrical Services are an exclusive service of Four Seasons Hotel Las Vegas. The client or Production Company is responsible for all charges for connecting to and usage of power sources. Any and all power services must be connected by Encore and all power usage is subject to applicable fees.

Any small meeting or breakout must have a Projector Support Package that will consist of 1 tripod screen with HDMI cable, 1 projection stand, 1 power strip and 15 amp power service for a cost of \$492/per room excluding tax and labor.

Rigging is an exclusive service of the Four Seasons Hotel Las Vegas. Encore personnel handles all ceiling hanging and the connection of rigging truss and motors to existing rigging points. All rigging equipment (i.e. truss, chain motors, span sets, shackles, steel, deck chain, cable pick points, etc.) is to be supplied by Encore. Truss arch structures are also classified as rigging. The client or Production Company is responsible for all charges associated with rigging.

For events that require rigging services a Rigging Advance form must be submitted online along with a scaled rigging plot 21 days prior to load-in. Rigging plot must contain all flown equipment in addition to a reflective ceiling plan with hang points and be submitted in .dwg or .dxf format. Please visit www.psav.com/riggingform to begin the process.

A charge of \$516 per event will be assessed for a comprehensive safety review and CAD design processing 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 labor will be scheduled based on the specifications given in the Rigging Advance process and dictated by a Encore Rigging Supervisor. A minimum of two riggers, one high and one ground, are required for both load in and load out of all equipment that is to be hung in or attached to the ceiling. Encore will bill all actual hours worked past the 5-hour minimum. Consult your Encore representative to review your specific equipment requirements.

A 24% Service charge will apply to all Encore Equipment Services included within this document. Service Charges are not gratuities and are not paid in whole or in part to employees of Encore or employees of any other party.