



Exclusive Services Breakdown

Gaylord Pacific Resort & Convention Center

The exclusive services provided by Encore at the resort are as follows:

Rigging and Truss:

- Encore is the exclusive provider of **rigging, crank towers (genie lifts), and truss**. However, entities may provide their own vertical truss towers, if they are free standing, less than 15' tall, and lack any attachment to any other truss, cabling, or hardware. Encore **MUST** oversee and provide any truss arches of any kind, and any free-standing truss towers 15' or higher.

Electrical:

- Encore is the exclusive provider all power distribution throughout the resort and convention center.** Please submit electrical requirements for all spaces, including meetings, registration areas, offices, social events, **exhibits, attendee power**, and directional signage.
- Breakout rooms** incur a minimum charge of 20 amps per room, per day.
- This service is generally supplied through wall outlets in each room. Additional amperage may be required and billed according to event specifications.

Convention Supervisor:

A Convention Supervisor is scheduled during load-in, setup, strike, and load-out for any event space where a non-Encore production company is active. The Convention Supervisor will be billed at a minimum of 8 hours. Any hours beyond 8 will be billed at the applicable overtime or double-time rates. Please refer to the table below for Convention Supervisor rates and the schedule indicating when overtime and double-time rates apply.

Standard Rate	Overtime Rate	Double-time Rate
\$135.00++ per hour	\$202.50++ per hour	\$270.00++ per hour

- Labor Rate Schedule for Standard Rates, Overtime Rates and Double-time Rates:
 - Monday-Sunday, 7am-Midnight = Standard Rate
 - Monday-Sunday, Midnight-7am = Double-time Rate
 - Encore holidays are billed at a Double time rate all day

House Patches:

House Light Control (only available in ballrooms)	\$300++ per room, per day
House Sound Ballrooms and Expo Hall (speakers recommended)	\$450++ per room, per day

Outlet AV:

Encore is the exclusive provider of all AV equipment in designated outlet spaces, including restaurants, bars, lounges, and social areas such as Old Hickory, Treo, Growlers, Oeste, Mariner's, and Cask & Crown. Pricing for these locations varies based on the scope of AV support required.

Guest Rooms:

Encore is the exclusive provider of all AV equipment on guest room floors and within individual guest rooms. Pricing for these services will vary based on the scope of AV support required.

Outdoor Lighting:

Encore is the exclusive provider of all outdoor lighting—both functional and decorative—in all outdoor spaces. This includes, but is not limited to, outdoor outlets, pool areas, and lawn spaces.

Labor Guidelines:

- Labor for all services is priced per hour.
- All labor calls require the hourly minimum as noted in the service type line item.
- Actual hours will be applied after the hourly minimum is met.
- All labor is subject to overtime, double time, and meal penalty rates, when applicable.
- Overtime and Double-time rates are applied on shifts that exceed 8 hours.
 - Meal break penalties may occur if a meal break is not given to the scheduled staff after the 5th hour during a shift (conditions apply). Please see your Encore Sales Manager for further details on overtime and meal breaks.

Rigging Overview

As a part of our comprehensive overhead safety and risk management program, the rigging infrastructure is annually load tested and inspected. And for the 'Safety and Security' of our hotel guests and staff, and to protect and maintain the integrity of the infrastructure, all Rigging (i.e. Motors, Truss, Riggers, Lifts and Lift Operators) are exclusively managed by Encore.

PRE-SHOW AND ON-SITE RIGGING GUIDELINES

- A Rigging Request and a scaled rigging plot must be submitted at a minimum of 30 days prior to load in. Please visit <https://www.encoreglobal.com/rigging-request/> for more information.
- All Rigging plots must be reviewed for approval and will incur a \$280 Rigging Plot CAD Safety Review fee. If the plot is received less than 30 days prior to load in, additional charges may be applied.
- Rigging plots must adhere to the venue points, detail all flown equipment and include weight calculations.
- All documents must be uploaded to the Rigging Request section at <https://www.encoreglobal.com/rigging-request/> in .vwx, .dwg, .pdf, .zip or .jpg format (vwx/dwg preferred and must be submitted on request as determined by the rigging manager with full load calculations).
- If you are unable to create a scaled plot or if your plot does not adhere to the GP's rigging regulations, our ETCP Certified staff will be able to assist you in creating a plot. A pre-show design charge will be applied.
- (2) Rigger minimum required for all calls, to include (1) Lead Rigger, and (1) Ground Rigger.
- The Rigging and Support Labor Call will be based on the complexity of the rig, room availability and time constraints. Assessment is by Encore's rigging management Team exclusively.
- Rigging technicians will be added as determined by the rigging manager to gather and assemble all truss exclusively.
- Nothing may be suspended from any part of the GP's HVAC, plumbing, or electrical systems.
- No additional rigging points will be considered on-site without the supervision of the Encore Rigging Team.
- When the rig is at its final position, no weight may be added or removed without approval from Encore.
- On-site rigging modifications are prohibited without the supervision of the Encore Rigging Team.
- Items over 70 lbs. or longer than 10 feet must be flown using a chain motor. No Truss is dead-hung.

RIGGING PRICE LIST

All rigging equipment is charged per day, applicable to a 27% Service Charge.

TRUSS 12" BOX - BLACK	Price	CHAIN MOTORS, POINTS & PICKS	Price
12"x12" – 5' Section	\$35	1/2 Ton (Inclusive of point charge, cable & distro)	\$289
12"x12" – 8' Section	\$57	Dead Hang / Cable Pick (not to exceed 70 lbs)	\$70
12"x12" – 10' Section	\$69	Carpet Protection (per roll, includes labor)	\$850
Corner Block	\$32		
RIGGING LABOR		LIFTS	
Lead Rigger (8 hr minimum)	\$185	32' Scissor Lift*	\$460
Rigger (5 hr minimum)	\$170	Forklift*	\$550
Rigging Support Tech (5 hr)	\$140	*Delivery/Pickup of equipment not included.	

NOTE all equipment rates are daily and are not inclusive of labor/service charge/tax

Lifts:

- All Scissor lifts operated by Encore must be exclusively supplied by Encore. Encore is able to arrange lifts of any size and scope. Please let the rigging manager know if you'd like us to arrange lifts for your event.
- All scissor and material lifts on property must have non-marking tire covers, aka "booties".
- All lifts must be dropped off and parked until pick-up in designated areas.
- If outside vendor is providing their own lifts, they are responsible for coordinating storage with GP directly, Encore is not responsible for storing outside lifts. Vendor may be required to pay for parking should space not be available in designated areas during the times of the show.
- Any type of lift improperly stored in unapproved spaces are subject to removal at outside vendors expense without notice. This includes driving or manned fork, scissor, material, or any other type of vehicle.

Banner Hanging:

- All items hung in foyer or public spaces must be approved by the Gaylord Pacific (GP) Events Team prior to Encore handing them.
- Encore is required to hang any signage, banners, or décor in or around all ballrooms, foyers, and public spaces.
- Encore requires that banner/signage must be accompanied with pole pockets and /or be fitted with grommets for hanging. Encore will give recommendation during proofing stage.
- Items weighing over 50lbs, over 12' in length and/or require being hung over 10' in height must require chain motors and truss where applicable and is determined exclusively by Encore and the rigging management team.
- A minimum of two technicians or riggers are required for install and removal.
- At least one scissor lift is required for exclusive use by Encore for install and removal.

Please discuss hanging options and requirements with your Encore Sales Representative for formal quote.

Electrical Overview

Encore is the only authorized company permitted to connect 3-Phase & 1-Phase 208v power. Whenever possible, Encore will provide low voltage 110v power requirements through 3-Phase services with distribution panels to ensure stability.

Electrical Guidelines:

- All 3-phase power connections are subject to a \$310 Electrical Tie-In fee for install and \$310 Electrical Disconnect Fee for removal.
- All distribution of production, attendee, and exhibit power must be handled exclusively by Encore.
- All 3-phase power requests need to be submitted 30 days prior to your load-in.
- All Electrical distribution for production equipment used must be in good working order, UL/ETL listed and meet all state and local codes. Encore will refuse electrical service to items at their discretion.
- The main distribution panel with proper disconnects must be in place, inspected and ready to receive power before any electrical panels will be energized.
- Re-Selling or re-distributing of electrical services ordered is prohibited.

ELECTRICAL PRICE LIST

All electrical services are charged per day, applicable to a 27% Service Charge and not inclusive of labor.

SINGLE PHASE SERVICES		THREE PHASE SERVICES	
(120v)	Price	(208v)	Price
20 amp	\$150	60 amp 3-phase	\$545
LABOR		100 amp 3-phase	\$910
Power Sup (8 hr min)	\$260	200 amp 3-phase	\$1,645
Power Tech (5 hr min)	\$185	400 amp 3-phase	\$3,280
Elec Disconnect/Connect	\$310	MISCELLANEOUS	
CABLING		Extension Cable (25')	\$29
CAMLOK 2/0 / Leg / Ft	\$2.40	Power Strip (multi-plug)	\$24
L21-30 (flat) / Ft	\$1.16	Cable Ramps (per foot)	\$23

Outside Labor Guidelines:

It is the responsibility of the supporting production company and their production partners to manage and adhere to the below 3rd party labor standards at the Gaylord Pacific Resort & Convention Center.

- It is the sole responsibility of the supporting production company to make onsite parking arrangements with the end client for their crew. No discounted parking will be offered or available through Encore.
- It is the responsibility of the supporting production company to have their staff and technicians properly identified when working onsite with their company polo shirts, name tags, badges, or any other form of visible identification.
- All 3rd party labor providers should be dressed in accordance with GP standards and aesthetics. Black Polo shirts, black slacks, and shoes. Hats, sweatshirts, bandanas, large gauge earrings, facial piercings, and tattoos on Face/Neck or any offensive visible tattoos are deemed unacceptable to have onsite while working.
- All 3rd party labor providers are prohibited from loitering or taking breaks in public spaces including foyers, terraces, balconies, pool, and courtyard areas.
- This property has a ZERO TOLERANCE smoking policy in or around GP public spaces as listed above. Smokers may use designated smoking areas outside the convention space or off property.
- No weapons of any kind are permitted on the premises.
- 3rd party labor providers are prohibited from utilizing any GP staff facilities such as lunchrooms or employee lounges, etc.

Please note that any individuals onsite that do not adhere to the above guidelines may be reported to their production company contact and asked to leave by GP security. The Gaylord Pacific and Encore take the safety, and security of our guests very seriously and we ask that any production team and their supporting labor partners adhere to these guidelines. If you have any questions, please reach out to your Encore Sales Manager or Gaylord Pacific Events Team.