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ENCORE EXCLUSIVE SELECT SERVICES, GUIDELINES, AND PRICING OVERVIEW

Grand Hyatt San Diego 2026

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GRAND

TABLE OF CONTENTS

Encore Exclusive Services3

Third Party Production Guidelines3

Labor Guidelines4

Scissor Lift / House Lighting / Haze & Fog Guidelines.....5

Power & Electrical Guidelines6

Rigging Guidelines7

Branding Guidelines.....8

Price Appendix – Electrical & Rigging9

Encore Exclusive Services

OVERVIEW

Encore is proud to be the in-house audio-visual provider for Manchester Grand Hyatt San Diego. Encore is the sole provider of Rigging, Electrical and Branding services hotel wide. Encore assists the venue in fostering safe, clean and functioning meeting space to ensure successful events. We look forward to providing you with outstanding service for your upcoming event!

ENCORE EXCLUSIVE SERVICES

- All Power Distribution Services
- All rigging services - CAD safety review, truss, motors, and labor.
- All branding that adheres to or attaches to the hotel must be printed and hung by Encore
- All Audio-Visual Services in the Following Spaces
 - Suites & Guest Rooms
 - 32nd & 33rd Floor Seaport Tower Meeting Rooms
 - Hotel Outlets: The Landing, Seaview, Top of The Hyatt, Sally's, Brew30 and Grand Club.
 - Outdoor Spaces: Pools (Coastline & 4th Floor), Marina Courtyard, Skyline Deck, Sports Courts, Kettner Entrance and Front Drive

Third Party Production Guidelines

OVERVIEW

All outside production companies, exhibitor services providers, entertainment providers and DMC related support vendors are subject to all production guidelines

- Carpet protection is required for all major push paths and dead case storage areas in ballrooms, foyers and corridors.
 - Vendors are allowed to provide their own carpet protection. Encore will ensure compliance and may request additional carpet protection be applied as needed.
 - Failure to sufficiently protect hotel infrastructure may require Encore to provide further protection at prevailing labor and material costs.
- Empty case storage must be inside group's contracted rooms. Guest areas, Common spaces, Service corridors, loading dock, and Hotel outlets must be completely clear of cases and equipment.
- The Hotel requires an Encore Liaison for all Load In/Out calls at prevailing labor rates for an 8 - hour minimum at \$162 / per hour. Liaisons must be present for the entire duration of load in/out to ensure compliance with hotel guidelines and safety regulations.

- The Manchester Grand Hyatt requires Masonite floor covering over thresholds and throughout **Palm Court** when moving cases and carts across the tile floor.
 - An onsite liaison is required to supervise large pushes across Palm Court to ensure safety of guests, staff and hotel infrastructure.
 - The Event Planning Manager must be notified of the set-up and strike times and dates, and high traffic times should be avoided.
 - The covering must extend at least 6” onto the carpet to protect the tile’s edge and cover any tile areas where wheels might touch. The Masonite shall be completely removed as soon as the load-in is completed and re-installed for the load-out.

3rd PARTY LABOR GUIDELINES

- 3rd party labor providers are prohibited from utilizing any hotel staff facilities such as lunchrooms or employee lounges.
- It is the sole responsibility of the supporting production company to make onsite parking arrangements with the end client for their crew and production vehicles.
- No discounted parking will be offered or available through Encore. All 3rd party labor is subject to full published parking rates.
- 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. Technicians should be dressed in accordance with hotel standards and aesthetics.
- All 3rd party labor providers should be utilizing proper hotel entrances and exits when coming in and out of the building and reporting directly to their designated areas. Please refrain from using back of house exits, emergency exits or main hotel lobby entrances. Technicians and staff should utilize hotel parking garage elevators or side lobby entrance only.
- All 3rd party labor providers are prohibited from loitering or taking breaks in public spaces including foyers, terraces, balconies, pools, and courtyard areas.
- This property has a zero-tolerance smoking policy in or around hotel public spaces as listed above. Smokers may use designated smoking areas outside the hotel or off property.
- No weapons of any kind are permitted on the premises.

GENERAL LABOR GUIDELINES

- All labor calls require the hourly minimum. 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.
- 12 AM – 6AM is Double Time
- CA State Labor Laws Stipulate Mandatory Meal Breaks for Technical Crew to begin between the 4th and 5th hour of a shift.
 - Meal penalty will be applied after the 5th hour until a break is scheduled. Meal breaks consist of either a 1 hour off the clock "Walkaway" or a 30 minute on the clock "Hot Meal" with catering provided to crew.
- Please see your Encore Sales Manager for further details on overtime and meal breaks.
- The recognized legal holidays are (Double time on these days): New Year's Eve, Martin Luther King Day, President's Day, Easter Sunday, Memorial Day, July Fourth, Labor Day, Veteran's Day, Thanksgiving Day, and Christmas Eve / Day.

SCISSOR LIFT, FORKLIFT & VEHICLE GUIDELINES

- Outside production may provide own forklifts or scissor lifts. Forklifts or other material lifts are allowed for unloading and material moving purposes.
- Only certified personnel may operate lifts onsite. Hotel reserves the right to check certification of individual operators.
- All scissor, fork or material lifts property must have non-marking tire covers, aka "booties" if they operate inside hotel meeting space.
- Forklifts and pallet jacks must only be driven on carpet protection in ballrooms or foyers. Pallets may only be lowered onto protected carpet. **Forklifts are strictly forbidden from crossing tile thresholds or crossing Palm Court**
- If outside vendors are providing their own lifts, they are responsible for coordinating storage with the hotel directly, Encore is not responsible for storing outside lifts. Vendors may be required to pay for parking should space not be available in designated areas during the time of the show.

HOUSE LIGHTING CONTROL

- Standard existing wall panel-controlled lighting presets are available to groups and production companies and are preprogrammed for convenience
- Additional control of house lighting via DMX is available in all ballrooms. Encore is exclusive provider of house lighting patch services. Encore offers DMX patch services at prevailing rates.
- Production companies may provide their own DMX controller or rent one from Encore at prevailing equipment cost

SMOKE, FOG AND HAZER GUIDELINES

- Any smoke, fog or haze requests must be submitted to your Hotel Event Manager, Encore Sales Representative, and the Hotel Engineering Department no later than 30 Days prior to start of load-in for any approval to be considered.
- Permitting for all events is on case-by-case basis and requests do not constitute approval in any manner.

Electrical Services

OVERVIEW

Encore is the exclusive provider of electrical services for all meeting spaces, common areas, hotel outlets and outdoor areas of the hotel. All Single Phase and Three Phase Power services are ordered through Encore to ensure safety of guests, staff and hotel infrastructure.

- All distribution of attendee and exhibit power must be handled exclusively by Encore
- All meeting space power receptacles, including wall outlets, are managed by Encore to ensure correct load balancing on hotel electrical infrastructure
- All cables under footpaths must be covered by high visibility caution tape. Encore and the Hotel reserve the right to inspect all cable paths in all meeting spaces for guest and staff safety.
- All 3-phase power connections are subject to a **\$210 Electrical Tie-In fee** for connection and **\$210 Electrical Disconnect Fee** for removal. This is a service fee for energizing the connection. Any further labor to run 3-phase power cabling will be billed as separate labor at prevailing hourly rates.
- All 3-phase power requests need to be submitted 2 weeks prior to loading in. Additional 3 phase power added onsite may incur further labor charges to accommodate.
- All Electrical distribution for production equipment used must be in good working order, UL/ETL listed and meet all state and local codes
- The main distribution panel with proper disconnects must be in place, inspected and ready to receive power before any electrical panels are energized.
- Outside production supplied cable ramps must be ADA Compliant.
- Re-Selling or re-distributing of electrical services ordered is prohibited
- *See pricing appendix on Page 9 for Electrical Services and Labor Pricing*

Rigging

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/what-we-do/production-services/rigging/rigging-standards/> for more information. All plots can be uploaded in the following file types - .vwx / .dwg / .pdf / .jpg or .png.
- All Rigging Plots must be submitted here: <https://www.encoreglobal.com/what-we-do/production-services/rigging/>. **A \$400 Rigging Plot CAD Safety Review fee will apply for review.** Rush fees may apply to CAD received less than 30 days prior to load in. Multiple revisions may incur additional Rigging Plot CAD Safety Review fees.
- (2) Rigger minimum required for all calls, to include (1) Lead Rigger, and (1) Ground Rigger. **Lead riggers** are called for a **minimum of (8) Hours Per Shift**, **Ground or Assistant Riggers** are called for a **minimum of (5) Hours Per Shift**. Please refer to Labor Guidelines for Overtime, Meal Penalty & Double Time provisions.
- Rigging plots must adhere to the venue rigging points, show the details of all flown equipment and include exact weight for calculations.
- If you are unable to create a scaled plot or if your plot does not adhere to the hotel's rigging regulations, our ETCP Certified staff will be able to assist you in creating a plot.
- 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 Management Team.
- Nothing may be suspended from any part of the hotel's HVAC, lighting, plumbing, or electrical systems.
- When the rig is at its final trim 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 exceeding 70lbs or 10' in length must be flown with a chain motor. At no time will truss be dead hung.
- *See pricing appendix on Page 9 for Rigging Services and Labor Pricing*

Branding

BRANDING OVERVIEW

- All branded items must be approved in advance by the Hotel.
- Any approved branding items that adhere or attach to hotel infrastructure (glass, floors, carpet, pillars, columns, tables, or any hotel equipment) must be produced, installed and removed by Encore.
- The hotel infrastructure listed above is not part of a booth or activation space and is prohibited for use by exhibitors or groups unless specified otherwise.
- Encore is required to print and hang any signage, banners, or décor in or around all ballrooms, foyers, and public spaces.
- Only hanging banners are allowed from the existing tracks that are attached to the column.
- Encore requires that banner/signage must be accompanied with pole pockets and /or be fitted with grommets for hanging. Encore will give recommendations during proofing stage.
- Items weighing over 50lbs and/or require being hung over 10' in height must require chain motors and truss where applicable.
- 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

Encore Sales Representative
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Client Signature:

Date:

Pricing Appendix

All Electrical & Rigging Equipment is subject to a 27% Event Technology Support Charge. Equipment is charged at daily rates per show day. Labor rates are charged per hour.

Electrical Services Pricing

Single Phase Service		Technician Labo – Per Hour	
20 Amp	\$160	Single Phase Electrician	\$168
		Three Phase Electrician	\$210
		Master Electrician	\$310
Three Phase Service		Power Equipment	
30 Amp 3φ	\$385	Extension Cord 25'	\$31
100 Amps 3φ	\$965	Power Strip 6 Port	\$26
200 Amp 3φ	\$1,935	Executive Power Hub	\$37
400 Amp 3φ	\$3,850	L21-30 to Edison Breakout	\$215

Rigging Services Pricing

Chain Motors / Points / Picks		Rigging Equipment	
Chain Motor - 1/2 Ton	\$185	12" Box Truss - 5'	\$35
Rigging Point / Dead Hang	\$80	12" Box Truss - 8'	\$58
Airwall Hangers	\$40	12" Box Truss - 10'	\$70
		12" Box Truss - Corner	\$32
		18" Box Truss - 10'	\$99
Rigging Labor - Hourly		Truss Teaser 12" - 10'	\$35
Lead Rigger (8 Hour Min)	\$225	Kuzar K-57 Lift	\$320
Rigging Assist (5 Hour Min)	\$210	Scissor Lift	\$440
Truss Carpenter	\$156		