



EMBASSY SUITES
HOTEL®

Dallas-Frisco

Embassy Suites Hotel Dallas-Frisco Hotel & Conference Center Guidelines

Overview:

The purpose of this document is to provide our clients, exhibitors, as well as outside vendors and contractors (hereinafter referred to as “Supplier”) of products and services with Rules & Regulations and necessary documentation to conduct business on the property of the Embassy Suites Hotel Dallas-Frisco (hereinafter referred to as “Hotel”).

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I. DOCUMENTATION REQUIREMENTS

An outside Supplier can be approved for work on the property of the Hotel under the following circumstances:

- A. Current Certificate of Insurance on file with the Hotel's Accounting Office reflecting the following:
 - 1. A minimum of \$2,000,000.00 in General Contractor's Liability Insurance in combined Personal Insurance and Property Damage Insurance.
- B. Hold-Harmless Agreement from Supplier on file absolving the Hotel from any claim of damages resulting from equipment used or labor provided by the Supplier.
- C. List *John Q Hammons DBA Embassy Suites Frisco 7600 John Q Hammons Frisco Texas 75034*.as additional insured.

II. OPERATING RULES

- 1. All local, state, federal, and Hotel codes and regulations are to be followed at all times by the Suppliers and all customers. Embassy Suites Hotel Dallas – Frisco reserves the right to approve or disapprove of any event and or activity within the Conference Center.
- 2. All connections to the building's power services are to be handled by the Hotel & Presentation Services. The Supplier is responsible for all charges for connecting to and usage of any hotel power services.
- 3. Hotel & Presentation Services personnel must make all connections to the house sound system. The Supplier is responsible for all charges for connecting to and usage of the Hotel's sound system.
- 4. The Hotel has no storage facilities for equipment. This is the responsibility of the Supplier. Back hallways, loading docks and storage rooms are for Hotel equipment only.

Operating Rules cont'd

5. The use of indoor pyrotechnic devices must have a special permit from the local Fire Department. This permit must be applied for a minimum of thirty (30) days prior to the event date. The Supplier is solely responsible for obtaining this permit directly from the Fire Marshall. A copy of the permit must be provided to the Hotel prior to delivery of any pyrotechnic devices, special effects displays or processes. Pyrotechnic handlers must have a Federal License and must be present at all times while pyrotechnics are being used or stored on Hotel property. All pyrotechnics must be delivered and stored in secured and approved containers. Transportation of assembled pyrotechnic devices must have Frisco Fire Department approval and an escort from the Fire Department. Pyrotechnics that are two-part and are stored separately do not require the Frisco Fire Department for transport. Pyrotechnic devices may not be loaded or prepared for firing more than 4-hours prior to the time of scheduled firing. The approved Supplier must accomplish the firing of pyrotechnic devices. Fire Watch is required from the time of loading or priming until fired and secured. The Supplier is responsible for the cost of personnel required to perform the Fire Watch.
6. When using smoke, chemical or dry ice for machines, the Supplier is required to contact the Hotel with each date and times that such equipment will be in use. This must be done to ensure that the fire system is not activated. The Supplier is responsible for all costs of **licensed alarm technician** to de-activate and re-activate the fire system which is coordinated by the Hotel. During the time that the system is **not** de-activated, the Supplier is responsible for all labor charges for the **licensed alarm technician** to maintain a Fire Watch in the affected area of the Hotel. The cost of this service is based on prevailing wage rate charges **(est. cost of \$150.00 per hour with a 4 hour minimum)**. **A one week advance notice is required.**
7. Open flames are not permitted. Candles may be used if they are in glass containers where the top of glass is at least 1" above the flame. Request for other use of open flames must be reviewed and approved by the local Fire Marshall. Reviews should be done at least thirty (30) days prior to the event start date.
8. The Supplier will be responsible for all costs assessed to inspect or replace sprinkler heads or smoke sensors that have been discharged or damaged in the course of an event. The Supplier will also be responsible for any costs or fines assessed by the Frisco Fire Department for false alarms resulting from the unscheduled discharge of pyrotechnic, fog or smoke generating devices.

Operating Rules cont'd

9. An outside contractor hired by the Supplier must adhere to all applicable rules and regulations as fully as required by the Supplier. Any damage incurred to Hotel property or equipment in their specific work area will be the responsibility of the Supplier.
10. **The floor load limit for all spaces on Hotel property is One Hundred (100) pounds per square foot live load.** This is referencing the entire area of the ballroom. For isolated loading, such as truck tires, the floor is designed for an AASHTO HS – 20 truck loading. This is an absolute limit and no exceptions will be made. Violations will not be permitted. Violators will be responsible for all damages incurred.
11. All equipment, tools and lifts needed for event must be supplied by the customer. Embassy Suites will not loan the above items.
12. Occupants must adhere to maximum capacity set by the local Fire Marshall.
 - a. These codes are based on the following:
 - i. 15 sq ft per person with tables and chairs
 - ii. 7 sq ft per person chairs only
 - iii. 5 sq ft per person standing only
13. The Hotel recommends the usage of safety hand rails for staging during events at the Hotel. By voluntarily signing the Safety Hand Rail for Staging Waiver of Liability Waiver, group assumes the risk in the event of bodily injury or death as a result of the failure to use safety hand rails on the staging during its event at the Hotel.

III. FOOD AND BEVERAGE

1. All food and beverage needs must be coordinated through the Hotel. The exhibit Supplier must notify the Catering/Convention Services Manager in writing of any exhibitor dispensing food or beverage from their booth at least 30 days prior to the event. Any cooking or other food preparation must be coordinated with the Hotel and the Frisco Fire Department. It is the responsibility of the Supplier to procure and provide permits, licenses, and other documentation necessary.
2. It is the responsibility of the Supplier to provide freezer and refrigerator space during their event. The Hotel takes no responsibility for loss due to spoilage of any Supplier products.
3. Kitchen space or the use of Hotel equipment is not permitted. All exhibitors are required to bring in their own equipment. Any equipment or

supplies needed may be rented or purchased through arrangements made with The Hotel upon a case-by-case basis.

4. All requests for kitchen preparation or the use of hotel personnel must be made in writing at least thirty (30) days prior to the event. These are only requests, and will be reviewed and approved on a case-by-case basis.

Food and Beverage cont'd

5. Only registered guests of the hotel are entitled to the Complimentary Breakfast and/or Manager's Reception. Outside guests may purchase tickets at the Front Desk to allow them to go through the breakfast buffet.
6. Standard hours of operation for Outlets are as follows:

Complimentary Breakfast Buffet

Mon- Fri 6:00am - 9:00am

Sat/Sun/Holidays 7:30am - 10:30am

*Group can request the breakfast buffet to open a half hour prior without penalty, based on availability. Requests for extended hours any earlier, group will be charged a \$500 labor fee per half hour.

Evening Reception

Nightly 5:30pm - 7:30pm

Cyprus Grille

Lunch 11:30am - 1:30pm

Dinner 5:00pm - 10:00pm

Caffeina's Cafe

Daily 6:00am - 10:00pm

***Hours Subject to Change**

Overnight Accommodations

Unless otherwise specified in a contract, the standard check-in time is 3:00pm and standard check-out time is 12:00pm.

IV. LOAD-IN/LOAD-OUT/DRAYAGE/MATERIALS HANDLING

1. Exhibit areas must be covered with visqueen (Minimum of 3 Mil) or exhibit booth carpet prior to any freight materials or wood runways being brought into the exhibit hall. The Supplier shall be responsible for any damage done to the floor or carpet while moving in or out. Fork lifts, scissors lifts or any other rolling equipment may not come in contact with carpeted surfaces, and wheels must be of the white, non-marking variety. **Loading in/out shall only take place at the back dock and/or roll-up door at Frisco 8.**
2. The Hotel has no storage facilities on property for exhibit materials. All freight must be assigned to a Supplier. Shipments that arrive prior to the event will be refused or forwarded to the official Supplier at the Supplier's expense unless prior arrangements have been made with the Hotel in writing prior to the deliveries.

Load-In/Load-Out/Drayage/Materials Handling cont'd

3. At no time may chalk be used to mark the floor for the exhibit booths.
4. All decorating materials, exhibits and related products must be handled by the Supplier contracted to do the work. All items belonging to the individual exhibitors must use approved service entrances. The Hotel maintains no storage facilities for empty cases, crates, skids, containers, cartons or vehicles.
5. At the close of the show, the Supplier and or the exhibitors must remove all exhibit materials and trash from all public spaces. Wood pallets and crates not removed by the event personnel will be assessed a \$25 per pallet and/or crate disposal fee to the group.
6. The Supplier will work with the Hotel to outline the exact days and times for both load-in and load-out. The schedule of times and numbers of vehicles used for load-in and load-out, productions or entertainment events must be submitted to the Hotel a minimum of ten (10) days prior to the event or your requested load-in and load-out schedule may be altered accordingly.
7. No grease or food products may be disposed of in the restroom sinks, toilets or broom closets.
8. A Hotel representative must be assigned to monitor load-in and load-out. These charges may be assessed to the Supplier at the Hotel's discretion.
9. The installation and construction of wooden stages may not be done unless visqueen is installed under the entire area that the stage will encompass. No nails or bracing wires used in production set-ups may be attached to the building. No painting, mixing of chemicals or explosive materials permitted. No sawing or cutting of materials with any power tools permitted.
10. The Supplier is responsible for traffic control of all vehicles scheduled by them for load-in and load-out. Parking of trucks or trailers overnight at the loading docks or on Hotel property is prohibited without prior written consent of the Hotel. Unless a trailer is being loaded or unloaded, it must be removed from the property.
11. Pipe and Drape is not allowed in the Foyer areas Hotel or Conference Center. The only exception to this would be for Registration booths (maximum of 3) Table Top Exhibits only in pre-function space. **Pipe and drape set ups may not block internal or external exits of the rooms, foyers and building.**

Load-In/Load-Out/Drayage/Materials Handling cont'd

12. Gas or diesel powered vehicles are not permitted for movement of exhibits or materials into the function spaces. These vehicles will be allowed to move into the building for set-up but must not be allowed to idle once in place.
13. The space for each group will be walked with the Supplier and a Hotel representative. This will include access to corridors, loading docks, roll-up doors and the driveway or any area pertaining to the exhibit move-in. The inspections are to take place prior to move-in and at the completion of move-out. If two groups are moving in and out at the same time, a room-by-room inspection will be done with each Supplier.
14. Platform dollies of the four-wheel type are permitted for material movement into and out of the hotel. Platform or deck trucks are also acceptable but must be equipped with hard or soft rubber wheels at least 4-inches in diameter. Group or supplier to supply equipment.
15. At no time will the Hotel allow nails to be applied to the walls, furnishings or Air-walls. Any property damaged by the use of tape or other materials will be repaired to its original condition at the expense of the Supplier. This includes the removal of all types of residues. The use of packing tape on floors is prohibited. No painting of any kind is allowed on Hotel property.
16. Exhibits using food, beverage, ink, chemicals or other substances that may damage furnishings, etc., must have visqueen over the existing carpets. If carpet damage is incurred, a *minimum* cleaning fee of \$250 will be assessed to the group, dependent on the square footage of the carpet affected. The exhibitor must cover the entire booth area with a carpet of their choice and at their expense. Proper removal of accumulated liquid waste is required twice daily.
17. Several conditions apply to installation for the most effective move-in possible. First, total dock access must be possible for the entire installation. Decorating and freight move-in will occur simultaneously, but the exhibitor move-in will occur during completely separate times. This should reduce competition for dock access by freight handlers and exhibitors.
18. The roll up door next to Frisco 8 is 12 feet, 10 inches tall and 10 feet, 8 inches wide. The loading dock is 48" high. Back dock doors are 70" wide and 95" high. Supplier must confirm with hotel that any large equipment being moved into the ballroom can be accommodated.

V. PERSONNEL/UNIFORMS AND CONDUCT

1. The Supplier is responsible for hiring competent personnel for set-up, operation and removal of their equipment. The Supplier is responsible for the actions of any personnel attached to or associated with their staff or event. Hotel reserves the right to refuse access to non-hotel employees if deemed necessary in Hotel's sole opinion.
2. All labor employed by the Supplier, regardless of their craft, must wear a uniform shirt (excluding open-body styles) identifying the company that they are working for as well as a name badge. T-shirts are acceptable. Service contractor employee clothing will be neat, reflecting an overall tidy appearance to conform to the Hotel image.
3. Smoking, eating or drinking is prohibited within the ballrooms, meeting rooms and/or foyer space during load-in and load-out. Room service or catered meals are allowed, per the client's request, at a cost. Beverage will be restricted to non-alcoholic during set-up and teardown. Food and beverage staged or stored in the Hotel service corridors are Hotel property and not to be touched by Suppliers.
4. The possession or use of intoxicants on Hotel property or job sites is prohibited. Possession or use of drugs other than medicine prescribed by an individuals' medical doctor is prohibited. Violation will result in immediate removal of the individual from the premises and possible legal action.
5. The possession of firearms, explosive or weapons of any kind is prohibited. Fighting, physical violence, creating a disturbance, horseplay, disorderly conduct or the use of abusive or profane language is a violation of Hotel policy and will result in the immediate removal of the individual from the premises and possible legal action.
6. Personnel hired by Supplier must also follow Hotel guidelines with respect to harassment policies.
7. Gambling is not permitted on Hotel property.
8. Theft, attempted theft, misappropriation of property or the aiding and abetting of such acts will result in immediate removal from the property and possible legal action.
9. **Contractors shall not eat meals or take breaks in public areas.** Hotel will advise as to areas where meals may be consumed.

VI. RIGGING

1. The Hotel is required to use in-house Riggers.
2. A Hotel or Presentation Services technician will observe and review all connections to the structure, ceiling, or overhead surface of the Hotel.
3. No flown equipment will be moved without a Hotel technician present in the room.
4. Air-wall rigging is not permitted.
5. Span sets used below the suspended ceiling will also utilize a second or redundant aircraft cable "safety".
6. Articulate or dynamic (moving) items require an arrestor device.
7. The bottom of any item attached to the suspended ceiling or structure must be a minimum of eight (8) feet above the floor.
8. No foreign, untraceable, or offshore rigging hardware may be utilized. All equipment and materials flown must meet the standards and requirements established by these Guidelines and Regulations. Hardware not acceptable in a weight bearing capacity include: carabineers (excluding Omega locking steel carabineers), any open weave straps, snap clips, french clips, dog clips, malleable wire rope clips, or brass fittings.
9. Nuts and bolts used overhead must utilize nylon locking nuts.
10. No triangular truss with continuous cords, or triangular truss with cords of less than 7/16" diameter, will be allowed. Additional documents of structural certification will be required for custom trussing and/or custom hardware.
11. All flown or suspended materials must be non-flammable and must conform to the fire regulations of the Frisco County Fire Marshall.
12. All electric cable and connections, along with electrical devices of any sort, must be UL rated for the amperage capacity required for safe operation and must conform to all local codes.
13. A site survey is strongly recommended. Contact a Hotel representative when a walk through is planned so that a rigger can be scheduled to meet and assist with any rigging issues for the show.

Rigging cont'd

14. The Hotel must receive all requests for services, with drawings, no later than seven (7) calendar days prior to the scheduled load in. As noted above some ballrooms require fourteen (14) days notice. Requests made with less than seven (7) days notice may be charged on-site rates. An agenda or on-site schedule should be included with drawings and/or each request for services so the Hotel can properly schedule necessary personnel. Rigging drawings for lighting and sound equipment are strongly recommended. The Hotel will not be held responsible for lost time or additional costs resulting from rigging modifications, adjustments or changes required on-site.
15. Rigging drawing should include all flown items with known weights and quantities on each truss system, i.e. speakers, lighting, audio visual, scenic, special effects or any other miscellaneous non-standard items. All rigging drawings should be to scale.
16. All Hotel & Presentation Services rigging calls will consist of a minimum of (1) rigging supervisor and (1) rigger. The Hotel will determine the need, if any, for additional riggers and will accommodate the event host's needs within Hotel guidelines. A four (4) hour minimum per man will apply to all production rigging calls. Any calls extending beyond four (4) hours will be billed at prevailing hourly rates.
17. Notice of cancellation is required. Cancellation of any service within 72 hours of the scheduled call time will require payment in full for all services previously agreed upon.

VII. BANNERS & SIGNS GUIDELINES AND REGULATIONS FOR PUBLIC AREAS

1. The Hotel reserves the right to refuse service where equipment does not meet the standards and requirements established by these Guidelines and Regulations.
2. All banners and signs must be hung by Hotel Engineering staff.
3. All banners and signs that are to be flown overhead in a common area of the hotel must be constructed of vinyl or cloth fabric. Hard material such as wood and metal cannot be suspended in any public space area.
4. Banners for use in areas outside of the foyer may utilize grommet holes as suspension points.
5. Banners left in Hotel possession beyond seven (7) days become the property of the Hotel. The Hotel is not responsible for returning banners left beyond this period.

Banners & Signs Guidelines and Regulations for Public Areas cont'd

6. The bottom of any banner or sign attached to the suspended ceiling or structure must be a minimum of eight (8) feet above the floor.
7. The Hotel must receive all requests for banner hanging no later than five (5) days prior to the event. On-site requests for service will be accommodated as quickly as possible within the context of all calls scheduled at that time.
8. Hanging banners outside of the building will require a city permit obtained by the customer. Final approval to hang the sign will be at the discretion of the Hotel.
9. Written notice of cancellation of banner hanging requests is required. Cancellation of any scheduled service within 24 hours of the event will require payment in full for all services previously agreed to.
10. All requests for placement of group directional and informational signs should be forwarded to the Hotel at least seven (7) days in advance for approval. Placement of signs, placards, and announcements or distribution of any periodicals is prohibited without the prior written consent of the Convention Services Manager.
11. Signs cannot be taped and/or pinned to the meeting space walls. Any damage to the building or furnishings will be the responsibility of the Supplier.
12. All banners to be hung must be framed by the customer for proper hanging. Banners can only be installed on the airwalls and must be able to be supported by stick pins. Banners may not be attached to wallpaper in any fashion.

VIII. ELECTRICAL SERVICES

1. All electrical services must be coordinated through the Hotel's Audio Visual department, Presentation Services.
2. It is the responsibility of the Supplier to provide the Hotel a detailed list of all power requirements at least one week prior to the show. There is a charge for electrical hook-up and services.
3. The following electrical sources are available:
 - a. (2) each 200 amp three phase disconnect
 - b. (2) each 100 amp three phase disconnect
 - c. 60 amp three phase – Minimum of (3) in each room
 - d. (3) each 20 amp GFCI outlets at each floor well located in meeting rooms- See Diagram
4. Our electrical sources, 208Y, are 120 volt to ground and 208 between phases
5. Additional sources of electrical services may be required based on customer actual needs.
6. For additional information regarding Electrical needs, please contact our Engineering Department.

IX. MOTORIZED VEHICLE DISPLAY

Definition: *Motorized vehicles are defined as any type of vehicle which is propelled by an internal combustion engine using Class 1 or Class 2 fuel, such as but not limited to: automobiles, trucks, motorcycles, aircraft and watercraft.*

1. All motorized vehicles which are displayed shall have all batteries disconnected at the "Hot" lead. The lead shall be safely secured to prevent contact with the battery.
2. Fuel tanks in vehicles on display shall not exceed one-fourth of a tank **or five (5) gallons, whichever is greater**
3. All motor vehicle tanks containing fuel shall be furnished with locking – type caps or sealed with tape to prevent inspection by viewers. Tractors, chainsaws, generators and other such fuel-powered equipment shall be safeguarded in a similar manner. A protective floor mat is required. If carpet damage is incurred, a *minimum* cleaning fee of \$250 will be assessed to the group, dependent on the square footage of the carpet affected.

Motorized Vehicle Display cont'd

4. Upon entering, visqueen (3 mil thickness) must be laid under the vehicle. The visqueen must remain under the vehicle during the entire time that it is on display. A drip pan must also be used at all times under the engine/transmission and any other possible leak sites.
5. A Hotel representative must be present during the load-in and load-out of vehicles.
6. Gas or diesel powered vehicles are not permitted for movement of exhibits or materials into the function spaces.
7. Propane fueled vehicles such as forklifts, can be used in the building, but cannot idle for long periods of time and must be removed from the building for storage.

X. SECURITY

1. The Hotel does not provide security for events. Customers may contact Frisco Police Department for security coverage and cost associated with their request.
Frisco PD Contact, Benito Valdez - bvaldez@friscotexas.gov
2. The Supplier is responsible for the security of its own equipment at all times.
3. Rooms can be rekeyed, except Frisco 1 through 9, at customer request with a non-refundable charge of \$75.00 for each room. If keys are not returned within 3 days an additional cost of replacement keys will be charged as well at \$250.00 per key not returned.

XI. INTERNET AND TELEPHONE SERVICES

1. All internet and telephone services must be coordinated through the Hotel's Audio Visual department (Presentation Services) and the Convention Services Manager.
2. All requests must be made at least sixty (60) days in advance of arrival. ISDN, T-1 lines and dedicated bandwidth must be ordered a minimum of sixty (60) days in advance of arrival. Dedicated bandwidth is required for groups requiring 5mbps or more of service for their event.

XII. CLEANING AND CUSTODIAL

1. The Hotel does not provide cleaning materials, supplies, vacuum cleaners or janitorial supplies.
2. At the conclusion of the exhibit hall hours, the exhibit area, back-of-the-house and loading dock must be made presentable for the next day's business prior to leaving for the day. If this policy is not adhere to, a *minimum* clean up fee of \$250 will be assessed to the group, dependent on the extent of labor hours incurred.
3. It is the responsibility of the Supplier to return the exhibit space to ready condition at the conclusion of teardown. Hotel personnel will clean any tape residue or large stains as a result of the exhibit set-up or teardown and a charge will be added to the Supplier's final invoice.
4. Supplier will ensure that Hotel does a walk-through before releasing space back to Hotel as "clean and clear".

XIII. DAMAGES

1. The inspection of the exhibit hall is to be done prior to set-up and upon completion of teardown by the Supplier. The inspection will be done with a Hotel representative.
2. Damage to the furniture, fixtures, carpet or equipment in the exhibit area is the responsibility of the Supplier.
3. An acknowledgement of damages will be presented to the Supplier at the beginning and end of the show for signature.
4. All charges for damages will be submitted in writing to the Supplier with 24 hours of departure.
5. Furniture will not be moved in or from public areas without prior consent from the Hotel.

XIV. PARKING

1. There are one-hundred-five (105) open surface parking spaces. There are six-hundred-seventy-two (672) parking spaces in the parking garage. Normal parking fees will apply unless group is assigned entry / exit codes by Sales department.
 - a. \$5.00/day up to eight (8) hours
 - b. \$10.00/overnight up to twenty-four (24) hours
 - c. \$16.00/valet per night
2. Fire lanes shall not be used as parking areas.
3. Hotel is not responsible for damage to or theft of any vehicle (or its contents) left on Hotel property.

XV. FIRE SAFETY REGULATIONS

The Frisco fire and rescue departments require the following regulations be observed at all times throughout the complex:

1. The use of untreated hay, straw, or cotton bales is prohibited.
2. Flammable decorations or decorative flammable materials are prohibited.
3. All draperies, drops, curtains, and table coverings used are to be noncombustible, inherently flame resistant, or treated and maintained fire resistant.
4. The Fire Marshal may require proof that the materials used are fire resistant or have been treated to be fire resistant.
5. Open flame, candles, torches, etc., are prohibited.
6. No covered structures, such as tents, roofs, or overhead coverings, are allowed on any display in a building equipped with fire sprinklers without prior approval of the Fire Marshall.
7. Blockage of exit signs or doors by displays, pipe & drape or banners is strictly prohibited. An unobstructed aisle (the width of each set of exit doors) must be left directly from the flow of traffic to the exit doors.
8. All utility panels, fire hose cabinets, standpipes, fire extinguishers and fire alarms must remain visible and accessible at all times.
9. Drapes, decorations, buntings and other decorative materials must be fire retardant and/or properly treated to meet the requirements of flame proofing.
10. Cotton batting (whether natural, artificial or manufactured) straw, dry vines, leaves, hay, pine needles and sawdust are prohibited unless treated to be fire retardant. The use of cut trees, such as Christmas trees, must have prior approval of the Fire Marshall.