

# EXHIBITOR SERVICES

Create the ultimate brand experience with a sensory-rich environment that drives attendee interest.



NAPLES GRANDE  
BEACH RESORT

NAME OF CONFERENCE		START DATE	END DATE	NO. OF EVENT DAYS
ORGANIZATION NAME		ON-SITE CONTACT NAME		ROOM/EXHIBIT BOOTH NO.
STREET ADDRESS		CITY	STATE	ZIP CODE
TELEPHONE NUMBER	DELIVERY DATE	DELIVERY TIME <input type="checkbox"/> AM <input type="checkbox"/> PM	PICKUP DATE	PICKUP TIME <input type="checkbox"/> AM <input type="checkbox"/> PM
EMAIL ADDRESS		ORDERED BY		

**ORDERING INSTRUCTIONS:** To guarantee equipment availability and advanced-rate pricing, place your order at least 21 days prior to delivery. Operator labor, if requested, is subject to the prevailing hourly rate with a four-hour minimum. An electronic receipt will be emailed to you. The total charge per item is determined by multiplying the price by the quantity ordered by the days rented. Please include applicable Sales Tax on equipment rental.

ENCORE WILL CONTACT YOU DIRECTLY FOR PAYMENT INFORMATION. PRICING IS PER DAY.

**Tax Exempt Status** – If you are exempt from payment of sales tax, we require you to forward an exemption certificate for the state in which the services are to be provided.

**Cancellations** – Cancellations received within 48 hours of the scheduled delivery date are subject to a 50 percent fee applicable to equipment and tax. Cancellations received on the day of scheduled delivery or “no shows” are subject to the full amount of the order, including installation, drayage and tax.

Labor and/or service charges may apply and/or loss damage waiver.

**Shipping Instructions** – The Naples Grande Beach Resort has limited amount of storage space. For this reason, any packages sent to the hotel should arrive no earlier than three days prior to the start of your event.

Please label all materials as follows:

1. Address Packages to: Naples Grande Beach Resort, 475 Seagate Drive, Naples, FL 34103
2. Hold for: Group Name / Dates of Meeting
3. Name of individual who will ask for box(s) on property & Company Name
4. Number of Boxes (ex: Box 1 of 2, Box 2 of 2)

**Form Submission** – Email completed forms to: [zack.mahanke@encoreglobal.com](mailto:zack.mahanke@encoreglobal.com)

## MONITORS

	PRICE	QTY	DAYS	TOTAL
24" LCD monitor	\$ _____	_____	_____	\$ _____
<input type="checkbox"/> Wall mount <input type="checkbox"/> Single-pole stand				
32" LCD monitor	\$ _____	_____	_____	\$ _____
<input type="checkbox"/> Dual-post stand <input type="checkbox"/> Table stand <input type="checkbox"/> Speakers				
46" LCD monitor	\$ _____	_____	_____	\$ _____
<input type="checkbox"/> Dual-post stand <input type="checkbox"/> Table stand <input type="checkbox"/> Speakers				
55" LCD monitor	\$ _____	_____	_____	\$ _____
<input type="checkbox"/> Dual-post stand <input type="checkbox"/> Table stand <input type="checkbox"/> Speakers				
70" LCD monitor	\$ _____	_____	_____	\$ _____
<input type="checkbox"/> Dual-post stand <input type="checkbox"/> Table stand <input type="checkbox"/> Speakers				

## AUDIO EQUIPMENT

	PRICE	QTY	DAYS	TOTAL
Powered speaker (laptop audio interface)	\$ _____	_____	_____	\$ _____

## ACCESSORIES

	PRICE	QTY	DAYS	TOTAL
Laptop	\$ _____	_____	_____	\$ _____

## INTERNET

	PRICE	QTY	DAYS	TOTAL
Wired internet connection	\$ _____	_____	_____	\$ _____
Simple WiFi (up to 3Mbps)	\$ _____	_____	_____	\$ _____
Superior WiFi (up to 5Mbps)	\$ _____	_____	_____	\$ _____
Dedicated bandwidth	Please contact PSAV for quote			

## LIGHTING

	PRICE	QTY	DAYS	TOTAL
Up-light	\$ _____	_____	_____	\$ _____

## POWER

	PRICE	QTY	DAYS	TOTAL
120V – 5 AMP	\$ _____	_____	_____	\$ _____
120V – 10 AMP	\$ _____	_____	_____	\$ _____
120V – 20 AMP	\$ _____	_____	_____	\$ _____

## RIGGING

All rigging requests should be placed using the [Rigging Request Form](#).

## CUSTOM ITEMS

	PRICE	QTY	DAYS	TOTAL
_____	\$ _____	_____	_____	\$ _____
_____	\$ _____	_____	_____	\$ _____
_____	\$ _____	_____	_____	\$ _____
_____	\$ _____	_____	_____	\$ _____
_____	\$ _____	_____	_____	\$ _____

## SPECIAL REQUESTS

Please add any items not listed above that you require.

TOTAL COSTS	PRICE
Equipment Total	\$ _____
Setup & Teardown	\$ _____
Service Charge (25%)	\$ _____
Sales Tax (7.0% tax, excluding HSA services)	\$ _____
TOTAL DUE	\$ _____

**Zack Mahanke**

**Sales Manager -Encore®**

Naples Grande Beach Resort

475 Seagate Drive, Naples, FL 34103

office: 239.601.1728 email: [zack.mahanke@encoreglobal.com](mailto:zack.mahanke@encoreglobal.com)

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## BOOTH DIAGRAM

ORGANIZATION NAME	ROOM/EXHIBIT BOOTH NO.
SHOW NAME	SHOW DATES

**Internet**  
Please indicate on the grid the location of your internet drop(s) using W to signify a wired internet drop and T to signify a telephone wiring. If no location is indicated, the internet drop will be placed in the middle back of the booth.

**Power**  
Please indicate on the grid the location of your power drop(s) using exact measurements and how many amps each power drop should have (e.g., 15A). If no location is indicated, the power drop will be placed in the middle back of the booth. There is a minimum labor charge for hook-up and dismantle for all non-standard locations, multiple outlet locations, island booths and 208V services.

Adjacent Booth No. \_\_\_\_\_


Adjacent Booth No. \_\_\_\_\_

**Zack Mahanke**  
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**NAPLES GRANDE**  
BEACH RESORT



**encore**

## **Production Guidelines**

**Naples Grande Beach Resort**  
**475 Seagate Drive**  
**Naples, Florida 34103**  
**(239) 227-2182**

**Encore**  
**(239) 594-6068**

***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!**

Naples Grande Beach Resort is proud to have **Encore** as our official source for all your audio-visual equipment and service needs.

If you are an outside audio-visual services provider, Producer or Director, we extend a hearty welcome!

Because Encore is a premier national staging and production company, there is no limit to the scope and technical sophistication for any programs held at the Naples Grande Beach Resort.

All of Encore's equipment, project managers and technical staff are available and ready to help you and to make sure your program is a complete success. If you choose to work with in partnership with Encore, utilizing their full support for your A/V equipment and Production needs, many of the various Production Guidelines listed below will automatically be met and your program will be extremely well coordinated with all departments throughout the resort.

You may contact our Encore Sales Team by dialing (239) 594-6038 or by e-mailing our team at [zack.mahanke@encoreglobal.com](mailto:zack.mahanke@encoreglobal.com).

Should you wish to utilize another A/V company, however, please be advised there are mandatory Guidelines and specific charges in order for you and your outside provider to conduct business within the Naples Grande Beach Resort

### **Outside A/V Company Production Guidelines and Requirements Summary:**

- 1) Load-in day and strike day Supervision requires a 5 hour minimum Load-In/ Load-out Liaison Labor charge at prevailing rates
- 2) Use of Resort or Venue systems and facilities are subject to daily charges at published rates
- 3) All Rigging must be arranged through Encore and will be charged at published rates for both equipment and labor
- 4) All electrical power utilized by an outside A/V vendor's equipment will be billed at published rates.
- 5) All Internet connectivity requested by an outside A/V vendor will be billed at published rates
- 6) All cabling and wires installed by an outside A/V vendor must be securely taped and routed, then inspected by Event Services or a Technician from our A/V Department
- 7) Any outside A/V Company must file a Certificate of General Liability and this must be accepted by the resort.
- 8) Any operation or safety permits required by an outside A/V company will be charged for including a processing fee
- 9) Complete production scheduling and planning must be submitted by an outside A/V company 30 days prior to event start and receive resort approval
- 10) Any drawings or diagrams requested by an outside A/V company will be charged at published rates
- 11) The outside A/V company must follow and adhere to each of the requirements, charges and stipulations listed in the complete Production Guidelines memorandum available from your Event Services Manager or our A/V Department
- 12) The outside A/V company must ensure all loading dock and other back-of-house activities are pre-arranged and approved by the resort Loading Dock Supervisor, Security and Event Manager
- 13) Outside A/V 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, use of staff parking only and no roaming back-of-house for food, drink or resort supplies and consumables.

Encore will ensure the various Guidelines listed below are made easy to follow and adhered to in the course of providing the A/V equipment and Production support your program requires.

However, outside A/V companies seeking to bring in their own equipment and technicians will be held responsible for understanding to the Production Guidelines and fully complying with their enforcement.

## PRODUCTION GUIDELINES REQUIREMENTS & FEES QUICK-REFERENCE:

<b>POWER</b> <i>(Hardware Required/ Per Quote)*</i>	Quoted As required per event per published pricing.
<b>RIGGING**</b> <i>(Additional Hardware required Available Per Quote)***</i>	<b>\$110.00/hr/ rigger / Mon - Fri 7am – 5pm</b> <b>**Weekends/Holidays/After-Hours Overtime Applies**</b> <b>(2 rigger minimum, 10 hour minimum call).</b>
<b>LOAD-IN/ LOAD-OUTLIAISON****</b>	<b>\$110.00/hr 7AM - 5PM, Monday - Friday (5 hr. minimum call)</b> <b>\$165.00/hr 5PM - 7AM/Weekends/ Holidays</b>
<b>PATCH FEES</b>	<b>\$185.00/per patch/per room/per day to use house sound systems.</b>
<b>INSURANCE</b>	Certificate of general liability must be on file with Naples Grande Beach Resort
<b>PERMITS</b>	As required per event.
<b>DIAGRAMS</b>	Must be received 30 days prior to load in of event.
<b>PRODUCTION SCHEDULE</b>	Must be received <b>30</b> days prior to load in of event.

\*Outside Production Companies must use Encore power distribution support at prevailing rates.

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

\*\*\*Outside Production Companies must use Encore rigging support and hardware at prevailing rates.

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

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

Encore 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

○ Diagrams (submitted to the Event Manager	60 days prior to event load in
○ Signed copy of Production Guidelines	30 days prior to event load in
○ Credit Card Authorization	30 days prior to event load in
○ Certificate of Liability Insurance	30 days prior to event load in
○ Complete Production Schedule	30 days prior to event load in
○ Electrical Requirements	14 days prior to event load in
○ Rigging Requirements	14 days prior to event load in
○ Diagrams	14 days prior to event load in
○ Copies of all Necessary Licenses and Permits	3 days prior to event load in
○ Audio Frequencies List	3 days prior to event load in
○ List of all on-site Authorized Contacts and Phone numbers	3 days prior to event load in
○ Labor List or Call Sheets	day of event

## **AUDIO-VISUAL GUIDELINES & REQUIREMENTS**

Naples Grande Beach Resort has chosen **Encore** as the preferred provider of sound, video, lighting, rigging and electrical services. Naples Grande Beach Resort highly endorses and recommends Encore's extensive staging and production support, as well as our on-site A/V department, for all events, conferences, programs and exhibits events held here.

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

Please feel free to contact Encore for more detailed information:

**Zack Mahanke**  
Sales Manager - Encore  
239-601-1728  
zack.mahanke@encoreglobal.com

Encore will provide on-site liaison and assistance, coordination throughout the resort's many departments and they are able to fulfill any equipment requests and requirements.

You may ask to bring in a third-party (outside) vendor for your audio-visual equipment, technical services and other forms of outside support (i.e. décor, entertainment, etc.). However, the Naples Grande Beach Resort and Encore will insist that the various Production Guidelines stipulated herein are followed and complied to.

These Guidelines are established and enforced to ensure proper operation and care for this facility, its systems and equipment. They also promote the safety of all guests and employees, and hold each event and program to the high standards maintained by Naples Grande Beach Resort.

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.

Listed within this document are the complete Production Guidelines of NaplesGrandeBeachResort.. Required information and signoff must be received by the Naples Grande Beach Resort 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**

Naples Grande Beach Resort reserves the exclusive right for Encore to make use of the in-house audio system. If this system is to be utilized by an outside vendor, Encore will provide the appropriate audio equipment at prevailing rates. Should an outside supplier require a patch to the house sound system, the rental fee will be **\$185.00** per 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 (see also insurance). **The outside vendor must also 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 AV components or resort systems (by changing if necessary).** Encore must approve the use of all RF and UHF frequencies to be used at Naples Grande Beach Resort.

A Encore liaison 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 that standards and policies of the Naples Grande Beach Resort are followed, and notate 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 coordinators at prevailing rates.

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Arrangements for direct billing of these and any additional audio-visual related charges to 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 resort master account. To prepare for any on-site additions, the Naples Grande Beach Resort requires that billing provisions be established in advance, even if there are no planned orders. (See also "insurance")

Access to secured areas (above ballroom ceilings, storerooms, amp rooms, etc.) requires accompaniment of Naples Grande Beach Resort authorized personnel or a **E n c o r e** technician at prevailing rates. Advanced notice of such request is recommended in order to avoid delays or additional charges. When any projection port is used for any reason such as follow spots or cameras, a Encore technician is required to provide access to and supervise the area at prevailing labor rates (note - all labor rates are calculated at a five hour minimum charge)

### **Drawings and Room Layouts**

For space and event planning, stock drawings and room layouts of meeting spaces are available. Custom layouts and drawings are also available electronically or on hard copy through your Encore representative. Any custom drawing created for use by the outside vendor will be charged (at a minimum) of one hour of the prevailing hourly labor hourly rate per drawing.

### **Other Equipment**

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

### **Rigging**

A representative(s) of Naples Grande Beach Resort's in-house audio-visual company, Encore, must complete all connections to structural steel or hang points at prevailing rates. Please contact your representative of Encore for a detailed estimate and labor arrangement.

#### **Current Rigging Rates:**

*(All rigging calls require a 2-Rigger minimum).*

Rigger - Monday – Friday, 7am – 5PM.....*110.00/ hr, 10 hour minimum call.*

Weekends/Holidays/After-Hours.....*Overtime Rates Apply.*

All rigging requests are to be directed to your Encore representative, no later than (14) days in advance of the function.

The following information is required:

- a) Name of company producing the event(s).
- b) Description of items being hung, complete with event diagram(s).
- c) Total weight of each item.
- d) Signed "Hold Harmless Agreement" on file with the Event Manager.
- e) A valid two million dollar minimum certificate of general liability insurance naming Naples Grande Beach Resort as additional insured.

Under no circumstances may anything be hung from sprinkler heads or air wall tracks. Any requests for rigging other than designated hang points will need written approval of Naples Grande Beach Resort's Director of Events. The only appropriate attachments to the established hang

points are steel cables, span sets, or other pre-approved, rated hardware. Encore will quote and provide labor and rigging hardware at prevailing rates.

**Power**

Your Encore representative handles all power requests. All power requests must be made at least ten (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 Strip W/ 25' AC Cable.....	\$42.00 per day
Power Charge.....	quoted upon receipt of details
Electrician Rate.....	quoted upon receipt of details
Power Panels, etc.....	quoted upon receipt of details

All outside vendor extension cords used for meetings and events must be 12/3 gauge per the Naples Grande Beach Resort’s requirement. All cords and cables must be taped down and covered safely per the standards and policies of Naples Grande Beach Resort. When it is necessary to install cords or cables in any area where personnel or guests may travel, including the service areas, Naples Grande Beach Resort requires that cable ramps be used to ensure safety. Cable Ramps are available for rent from Encore. All cable ramps, as well as taped down cords and cables are to be inspected for safety purposes prior to events by an Encore representative.

**Lighting**

Encore has exclusive rights to the Naples Grande Beach Resort’s ballroom lighting systems. Any programming of preset scenes, “breakering” off circuits, etc. must be arranged and carried out by a representative of Encore. Please contact Encore for rates and availability no later than (14) days prior to the event load-in.

The following guidelines apply to all outdoor events at Naples Grande Beach Resort:

- Encore 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 Resort guests.
- Lighting equipment installed on the Resort 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 Naples Grande Beach Resort. The Naples Grande Beach Resort reserves the right to disapprove any lighting design, which it considers inappropriate.

### **Fireworks/ Pyrotechnics**

Direct approval from the Naples Grande Beach Resort's Director of Events is necessary for any use of pyrotechnics, fog machines, laser effects or any other such effect on Naples Grande Beach Resort's property. Pyrotechnics will not be authorized for indoor or outdoor use at the Naples Grande Beach Resort. You must submit a copy of your local permit, business license, liability insurance and type of pyrotechnics to be used to the Director of Event Management 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 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 Naples Grande Beach Resort's Security Staff, prior to discharge. Please see the Event Manager for current prevailing rates. Outside vendors will be responsible for all cleanup of pyrotechnic activities. Should cleanup assistance be required by resort personnel, outside vendors will be billed at prevailing rates.

### **Flame-Proofing Certificate**

All materials used in the resort's meeting space (pipe and drape, liners, backdrops, props, skirting, stage coverings, etc.) require a certification of flame-proofing or fire retardation by the appropriate authority. Outside vendors must present this information to the Event Manager no later than (14) days prior to load-in. Any material is subject to inspection by the Director of Event Management or Security. Any material found not certified must be removed from the event immediately.

### **Storage**

Naples Grande Beach Resort has very limited storage space for guest/group related packages. Should you anticipate needing significant storage, please contact your Event 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 Event Manager working your event and the Dock Master.

### **Loading Dock Activities**

All outside vendor loading dock requirements must be submitted to the Event Manager no later than (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 using the dock

All vehicles must register with the Naples Grande Beach Resort's Director of Security upon arrival.

The resort does not provide or supply carts, hand trucks, or dollies, 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 Engineering Manager and have all wheels wrapped in plastic prior to entering the ballroom.

Gas or Propane forklifts are not allowed in the hotel.

Overnight parking of production vehicles is not permitted on hotel property. However, if setup time occurs overnight, parking may be approved by the Director of Events or Security.

### **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.
- Outside personnel must wear clothing that is neat in appearance and meets Naples Grande Beach Resort 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 Event 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. The parking pass will show the load-in/load-out location, the name of the individual and/or company, the location of the event, and the time permitted for load-in or load-out. Any commercial or private vehicles parked in an area not prearranged by the Event Manager and/or Security will be subject to immediate towing. All vendors must enter the property from the resort 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 be driven on grass areas.
- A copy of any entertainment/entertainer's riders (their lists of required AV and services needs) must be provided to your program's Event Manager and PSAV no later than (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 Resort 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 Event Manager, thirty (30) days prior to arrival. We expect outside personnel to adhere to the same policies that the Naples Grande Beach Resort's employees do. This means no food should be eaten from reception lines, back of the house "leftovers", etc.
- Naples Grande Beach Resort is a non-smoking facility. There is no smoking permitted in any public areas or back of house of the Resort. This includes all function rooms and outside locations. Outside vendors are expected to locate the designated area for smoke breaks for outside personnel and Naples Grande Beach Resort's associates and utilize them.
- Any horseplay, foul language, inappropriate attire, or disruptive behavior is a violation of Naples Grande Beach Resort's 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 Florida State Statute.*** Certificates of insurance evidencing the required insurance must be received by the Event Manager before load-in for any event and must name Naples Grande Beach Resort and all associated parties as additional insured.

The following are required when using an outside audiovisual supplier:

- A certificate of insurance evidencing \$1,000,000 per occurrence general liability insurance and naming Naples Grande Beach Resort and all associated parties as additional insured.
- Adherence to all local and federal codes as well as standards of the Hotel Name

## **Electric Lifts**

The Naples Grande Beach Resort does not automatically provide or loan airlifts, scissor lifts, ladders, forklifts, etc. Please contact your Encore representative for rental information no later than (14) days prior to the requested date.

## **Tents**

Custom tents are designed and supplied by approved vendors. Ask the Director of Events for a list of approved companies. These companies will provide tent rentals, accessories, installation & removal of tents, local fire and insurance permits for every tent size.

## **Exhibits**

Please contact your Event Manager for information regarding exhibit services.

All exhibits require a Fire Permit and approval of the Director of Events. A walk through and inspection of the function space must be scheduled with the Event Services before any load-in and after any load out.

Exhibits using food, beverage, ink, chemicals or other liquids must be installed over *Visqueen*. 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 Resort cannot loan tools or ladders due to safety / liability concerns. Please make 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 Convention Services/Catering Manager to inquire what equipment and services are available.

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

## **Banners**

All banners and signage must be hung by a Encore representative at a minimum charge of **\$110.00** 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 Event Manager prior to the group's arrival. All signage must be professional in nature and be approved by the Resort. All banners to be hung must have grommets in the top and bottom edges of banner. The use of Naples Grande Beach Resort's logo in any material must have prior Naples Grande Beach Resort approval. Any client wishing to place signage in the lobby must have prior written

approval from the Naples Grande Beach Resort's General Manager. Window and/or door clings are permitted with the approval of the Event Manager. Final cling placement must be approved by the Event Manager prior to the group's arrival. The use of nails and/or staples is absolutely prohibited on any exposed molding or wall. Banners, posters, or signs are not to be affixed to walls of meeting rooms with adhesive material or tape. 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.

### **Drayage and Material Handling**

The Naples Grande Beach Resort 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:

### **Wall Protection-Doors and Hardware-Furniture Removal**

- Prior to load-in, the show manager, an Encore Liaison, provided at prevailing labor rates (five-hour minimum charge), will walk through the area that is to be used and 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, the show manager, an Encore Liaison, provided at prevailing labor rates (five-hour minimum charge), will walk through the area and note any new damage to the area or carpet.
  - Any and all expenses for clean up or repair incurred by the resort will be billed to the drayage company.
  - Parking of the trailers not permitted on Hotel property. Load-in and load-out will be through the Resort's loading areas only. No outside contractor may park their trucks on resort property overnight unless authorized by the Event Manager or Director of Security. Parking permits will be issued and must be displayed in the window of the vehicle.
  - It will be the responsibility of the drayage company to give the Naples Grande Beach Resort notice fourteen (14) days in advance of the load-in date of any show so that the resort 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.)
  - Parking for the drayage company crew will be provided in the parking lot on a space available basis. Please contact the Naples Grande Beach Resort (14) days in advance of the load-in date with the number of parking passes needed on a daily basis.
  - No empty crates, boxes, pallettes, or any equipment may be stored in the back hallways during the time a show is in progress.
  - Any excessive trash and miscellaneous debris left by shows is to be cleared out by the drayage company and not left for the Naples Grande Beach Resort to clean up. The outside vendor is responsible for removing from the Naples Grande Beach Resort's premises all wooden materials. (i.e. 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 Naples Grande Beach Resort will be billed to the drayage company.
  - The Naples Grande Beach Resort does not automatically provide or loan airlifts, scissor lifts, ladders, forklifts, etc. for the drayage company. Please contact your PSAV representative for rental information no later than (14) days prior to the requested date.
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- Nothing shall be posted on, nailed, screwed, or otherwise attached to columns, walls, floors, or other parts of the building or furniture.

## **Security**

Your Event Manager can coordinate in-house security services for your event. Current rates for unarmed security guards are available through your Event Manager (The Director of Security must be notified if firearms are going to be required). For those groups and events requiring additional security needs, services such as; Executive Protection, Counter Measure “frequency de-bugging”, and armed security services are available. A five-hour minimum will apply to any security service required or requested. This price is subject to change due to the amount of notice given.

All outside security firms must have the pre-approval of the Director of Security and the Event Manager in accordance with the Naples Grande Beach Resort ‘s 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.
- No sitting when visible to the public.
- Use of Naples Grande Beach Resort associate cafeteria by any outside supplier is prohibited.
- A signed “Hold Harmless Agreement” must be on file with the Resort.

## **Motorized Vehicles**

Any vehicle displayed indoors requires approval from the Director of Events at least two weeks before the event. A visual walk through with the Director of Security and Event Manager 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* 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.

## **Cleaning and Custodial Services**

Naples Grande Beach Resort 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 Resort’s dumpster with the approval of the Event Manager for the disposal of nonhazardous dry materials. Additional dumpsters are available at a determined cost. Contact your Event Manager for pricing and arrangements.

## **Miscellaneous**

- All labor rates quoted are subject to a 5-hour minimum (rigging – 10 hour minimum) regardless of the group or the set up.
- Tax – All above pricing is subject to a state sales tax.
- All pricing is subject to change without notice.
- For any other additional information, please contact your Event Manager.

## 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 **Naples Grande Beach Resort**.

Signature \_\_\_\_\_

Date \_\_\_\_\_

**LOADING DOCK INSTRUCTIONS AND MAP**

**Insurance Requirements:**

Prior to arriving on property, each vendor is required to provide the Catering Manager with a Certificate of Insurance (COI). We require a certificate of liability insurance from each outside vendor in the amount of \$2 million in general liability – The parties listed in “Certificate Holder” field must be as follows:

**NWNG, LLC  
Naples Grande Beach Resort  
475 Seagate Drive  
Naples, FL 34103**

**Loading Dock: \*All vendors should be directed to the loading dock upon arrival\***

Open 9:00 AM – 9:30PM

(2) Bays | Dock Height: 48”

Door Entry from Loading Dock to Main Level: 95” wide x 84” high

Contact: 239-254-5656 (Security)

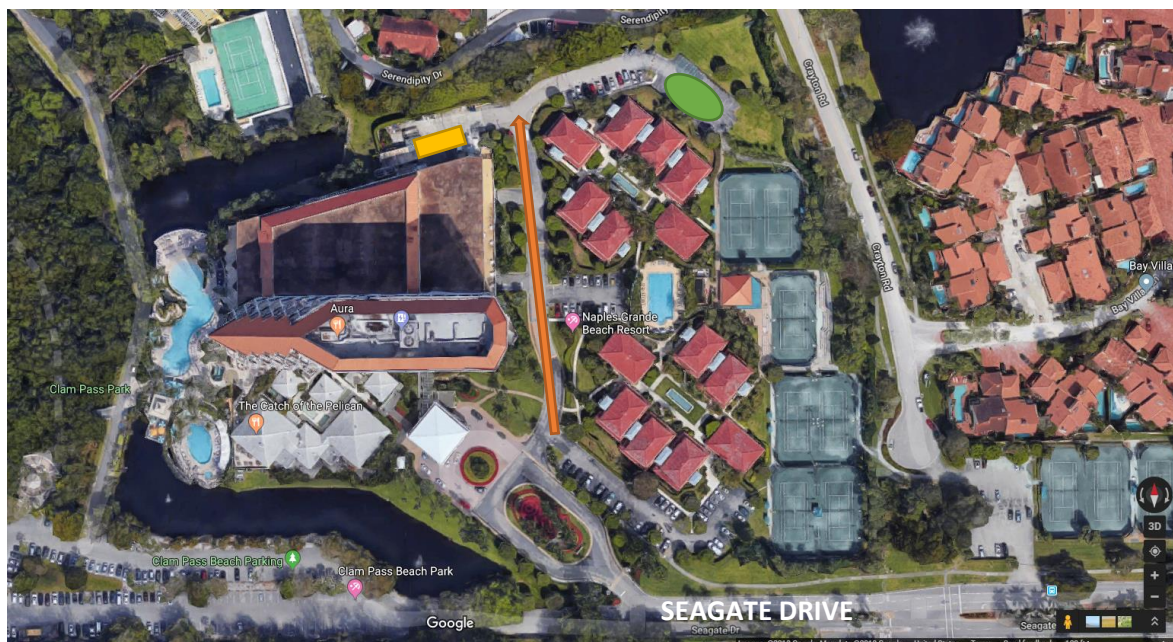
The Hotel loading dock is located adjacent to a residential community. Dock access is limited so as to avoid disturbing our neighbors. Load-In/ Load-Out outside of the above listed hours needs to be arranged in advance with the Catering Manager.

If after hour access is approved, vehicles entering / existing the loading docks must disarm all back-up beepers / back-up alarms / vehicle motion alarms. The use of machinery to load shall not be permitted (e.g. forklifts, etc.)

Loading Dock area is highlighted in **Yellow**

Truck Parking is highlighted in **Green**

**Orange** line is entrance from front of resort to loading dock area





**Collier County Mask Mandate:**

To further protect the public against the spread of the COVID-19 Coronavirus, Collier County enacted an order July 21<sup>st</sup> requiring facial coverings to be worn inside business that are open to the public.

Any vendor affiliated with the group must comply with the Hotel Policies which currently include abiding by the county Mask Mandate of wearing masks while indoors.

**All vendors will be required to wear facial coverings at all times while indoors.**

**On Property Procedures:**

Upon arrival on property, each vendor will need to check-in with our Security team to have their temperature taken and receive their vendor wristbands (which they must wear at all times while on property, especially while in the back of the house). Your respective Catering Manager will be your vendor's main onsite contact should they have any questions.

Our Head of Security, Kenne Helm, and his team will also be a resource for them once on property and his team will require a contact number for each vendor to be left with security upon check-in. If your vendor is contacted and asked to move their truck from our bays at any time while they are on property, they must do so in order to accommodate other load-in vehicles.

**Freight Elevator: \*Show vehicles for all events on Ballroom Level must load in here\***

Access from both Street Level, Loading Dock and Ballroom Level

Width: 7'8" | Height: 9'8" | Length: 20'

Weight Capacity = 8,000 lbs.

\*\* Street Level Access will require truck to have liftgate

**Show Vehicles:**

Once you exit the freight elevators, the access doors from the back hallways to the Front of House areas (Orchid Foyer or Royal Palm 6) have the following door dimensions: Width: 8' + Height: 8'

Before coming on property, all vehicle tires must be cleaned. Once parked inside the hotel, all batteries for cars must be disconnected and fuel tanks must be no more than ¼ (one quarter) full. A carpet or a protective barrier must also be placed underneath the vehicle to prevent unexpected leaks, which may cause damage to the hotel carpet.