

# Palmer House

## Outside Vendor/Contractor

### Production Guidelines

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**AUDIO VISUAL:**

- Encore is The Palmer House - A Hilton Hotel's AV Partner and located on-site. Encore is the leader in providing in-house audiovisual services to the hospitality industry. Encore offers state of the art equipment and the most seasoned technicians in the industry.
- Encore is the exclusive rigging provider for The Palmer House - A Hilton Hotel. Any and all rigging plans can be approved through the rigging advance program. All hang points have been upgraded and are available to accommodate various lighting fixtures and rigging. Please contact Encore for further details regarding rigging matters.
- Your assigned Event Technology Sales Professional can provide a comprehensive proposal after discussing your production requirements and budget. Encore has a proven record of service excellence and competitive pricing and is committed to providing a seamless experience and value for you, your speakers and attendees. Encore are highly recommended by the hotel management staff and our customers. Customer references are available upon request.

**Encore**

**The Palmer House - A Hilton Hotel**

**17 E. Monroe**

**Chicago, Illinois 60661**

**Phone 312-917-3462**

**Benefits of using Encore:**

- Power for AV – complimentary
- Labor – Encore has an excellent working relationship with the unions, and since Encore has equipment on site they do not need to use Teamster Labor
- Familiarity with the Property and Local Union Rules & Regulation

**Outside Audio Visual:** If an outside vendor is selected, they must follow all rules of the hotel. Please refer to this entire document for specific requirements for security, insurance, hold harmless, personnel, load in/out procedures etc.

**THE PALMER HOUSE - A HILTON HOTEL SECURITY FOR HIRE:**

- Hotel Security Officers are available for hire. Please contact your Event Manager for rates.

**CONTRACT SECURITY:**

- Every Contract Security Officer coming on duty, shall sign in & out at The Palmer House - A Hilton Hotel Security Control Station located on the loading dock on a daily basis.
- No Contract Security Officer shall carry a firearm on the premises.



- ~~No Contract Security Officer shall be assigned by a Contract Security Company who has been convicted of a Felony.~~
- No Contract Security Officer shall solicit, accept or attempt to remove any item from any exhibit, display, or other functions in The Palmer House - A Hilton Hotel.
- While on duty, no Contract Security Officer shall smoke in public, drink alcoholic beverages, or act in any manner which would reflect unfavorably upon himself (herself), his (her) employer or the The Palmer House - A Hilton Hotel.
- Contract Security Officers shall remain in their assigned areas of responsibility at all times.
- The Palmer House - A Hilton Hotel reserves the right to remove any Contract Security Officer from the premises at any time, to be replaced immediately at the expense of the Contract Security Company.
- The Contract Security Company shall sign the attached “Hold Harmless agreement.”
- The Contract Security Company shall provide an Insurance Policy with the minimum amount of Five Million Dollars naming The Palmer House - A Hilton Hotel, LLC and Hilton Hotels Corporation as co- insured’s.
- The Contract Security Company shall provide proof of Workers Compensation (Minimum: \$1,000,000) to include Personal Injury which includes False Arrest; Detention; Imprisonment, or Malicious Prosecution; Libel; Slander; Defamation; Violation of Right of Privacy; Wrongful entry of eviction or other Invasion of Right to Privacy Occupation.
- The Contract Security Company shall provide proof of the company’s Employee Fidelity Bond.
- All Contract Security Officers shall wear a uniform as deemed by the Contract Security Company at all times. The uniform shall be professional in nature and shall include a picture ID and nametag with company name and or logo. Jeans, shorts and sneakers, even if considered part of the Contract Security Company uniform, are not considered professional attire and therefore are not to be worn when working at The Palmer House - A Hilton Hotel. Any Contract Security Officer failing to meet uniform standards will be replaced immediately at the expense of the Contract Security Company.
- All Contract Security Officers are required to be Certified City of Chicago Fire Guards. This is a City of Chicago ordinance.
- Any Contract Security Officer found sleeping while on duty will be removed from the premises and replaced immediately at the expense of the Security Company. The individual found sleeping will not be allowed to work at The Palmer House - A Hilton Hotel at any future time.



- In order to adequately provide coverage, the following staffing must be provided: With three (3) or more Security Officers on a twenty-four (24) hour continual schedule, a Supervisor will be required.
- With five (5) or more Security Officers on a twenty-four (24) hour continual schedule, a Supervisor and Relief Officer will be required

- All Contract Security personnel are required to be state licensed, bonded and thoroughly trained in compliance with the State of Illinois standards of the Department of Consumer Affairs, Bureau of Security and Investigative Services.
- The Contract Security Company shall provide to The Palmer House - A Hilton Hotel the contracted schedule of when and where all security officers will be located no later than 48 hours prior to the event start date.
- The Contract Security Company shall provide The Palmer House - A Hilton Hotel a 24-hour access telephone or pager number for any emergencies.
- The providing break relief for any Contract Security Company. Break coverage is solely the responsibility of the Contract Security Company.
- It is the responsibility of the Contract Security company to update all forms that are required on an annual basis or prior to each occasion the Contract Security company works in The Palmer House - A Hilton Hotel (NO LATER THAN 48 HOURS PRIOR TO START DATE OF THE EVENT). If these forms are submitted later than 48 hours prior to the start date of the meeting, there will be a \$200 processing charge which will be the responsibility of the Contract Security Company.
- The contract Security Company is to advise The Palmer House - A Hilton Hotel Security Management of all incidents involving clients.
- The contract Security Company is to be instructed on reporting emergency procedures and the hotel's emergency number "55".
- If any of the above rules are violated, The Palmer House - A Hilton Hotel reserves the right to immediately remove the Contract Security Company and all its agents from the hotel and ban them from working at The Palmer House - A Hilton Hotel at any future time.

**CONTRACTOR/VENDOR BILLING:**

- Contractor/Vendor Billing: Unless requested by the authorized client contact and the Hotel's group billing coordinator, all production-related charges will be the sole responsibility of the production company/vendor. If credit needs to be established, contact the Group's Event Manager for a credit application. Application for credit must be submitted for review at least 60 days prior to the event start date. Should credit not be established or approved, all estimated charges will be due in advance and are subject to normal prepayment schedules.

## **CONTRACTOR/VENDOR PERSONNEL:**

- **Areas of Access:** All contractors/vendors must stay in designated job site areas. Access to "front of house", guest elevators/floors or "back of house" kitchen, offices etc. is not allowed.
- **Bag Check:** All bags and boxes are subject to a Security check upon entering or leaving the building.
- **Behavior:** Profanity, loud or aggressive behavior and/or lack of respect for customer, hotel guests, hotel management or employees will not be tolerated.
- **Dress Code:** All contractors/vendors will be required to wear uniforms during performance of their contracted job duties while on site. If no uniforms are provided, the Hotel requires that all workers are dressed with shirts, closed toe shoes, long pants or dress shorts; tank tops, bare backs, bathing suits, torn clothing or T-shirts with offensive pictures or language will not be permitted during performance of job duties.
- **Drugs/Alcohol:** The Hotel is committed to a drug and alcohol free work place.
- **Food & Beverage:** No outside food or beverage may be brought into The Palmer House - A Hilton Hotel. Vendors/Contractors are allowed to use hotel employee cafeteria, located on the 3<sup>rd</sup> floor. Tickets are available for cash purchase. Vendors/Contractors may also utilize hotel restaurant outlets for food service only. No discounts are allowed. No alcohol may be consumed while on hotel property. Behavior must be in accordance with other points outlined in policy. Alternatively, Crew Meals can be ordered and served in the event space. Please contact your event Manager to make arrangements no less than 14 days in advance.
- **Employee Locker Room:** These are for the sole use of hotel employees and are not to be used by contractor/vendor.
- **Entrance:** All vendors are required to use the employee entrance located at loading dock and will be required to sign in and show a valid photo ID.
- **Hotel Equipment:** Contractor/Vendor is not authorized to use any tools, motorized equipment or other furnishings of the hotel without express written permission from hotel management.
- **Identification:** All vendor employees must have a government recognized form of identification while on hotel property.
- **Personal Business:** Family members and friends are not allowed on hotel property.
- **Personal Property:** In no event shall Encore, Hotel, Owners or Hilton Hotels Corporation be liable for any damage to or loss of personal property sustained by Contractor or its employees.
- **Smoking:** There is no smoking allowed on hotel property.

- Supervision: Each contractor/vendor company will be responsible for providing a primary contact or supervisor along with a cell number for the individual. The designated contact or supervisor will be responsible for the actions of their employees at all times while on the hotel premises and will respond positively to Hotel Security or Management when addressed. The designated contact or supervisor will be responsible for informing and ensuring that all crew members involved in any phase of production (either on a full or part-time basis) are made aware and knowledgeable of the conditions listed in this policy.
- Work Area: All contractor/vendor work areas must be kept clean and safe at all times; Hotel employees are not responsible for cleaning up after a job set up, during excursions, or job teardown.
- If at any time any of the above-mentioned policies are violated, the Hotel reserves the right to require Contractor's operations to cease if, in the Hotel's reasonable estimation, these policies are not being adhered to.

### **DIAGRAMS/PERMITS:**

- City of Chicago Bureau of Fire Prevention and Public Safety regulations must be followed without exception. Diagrams for the International, Grand and Continental Ballrooms and the Stevens Meeting Center, must be reviewed by the City of Chicago Fire Marshal. It is the responsibility of the contractor/vendor to produce scaled diagrams of the Production area. All necessary permits and reviewed diagrams must be submitted to the Hotel Event Services office for review 14 business days prior to load in. Assigned Event Manager will advise on any logistic, safety or equipment concerns. If unloading from the street, a permit is required from the City of Chicago, and proper unions must be used. To obtain a permit please contact the department of transportation at (312) 744-4652.
- As per the agreement made with Local 2/ Stagehands and Local 17/Decorators, the following items must be noted on all diagrams prior to review by these two unions.
  - Pipe and drape
  - Staging
  - Lighting
  - Sound
  - Projection
- The diagram must indicate which unions have been hired to perform these jobs
- Local 2 and Local 17 to review diagrams and confirm jurisdiction.

### **EXITS:**

- At no time may any egress to a designated exit be blocked or have any obstruction. No curtains, drapes, or decorations shall be hung in such a manner as to cover any exit signs. Adherence to all local fire codes will be the sole responsibility of the outside vendor. All additional "EXIT" signs must be illuminated and battery-operated.
- All emergency exits must be clear of any equipment or set to allow easy access in case of an emergency.

### **FIRE MARSHAL REVIEW:**

- Diagrams are required to be reviewed by the local Fire Marshal for all events which involve production/outside staging/draping and exhibit/demonstration. Diagrams should be provided no less than 14 days prior to load in. It is the responsibility of the vendor/contractor to submit and obtain and pay for any processing fees. No vendor will be allowed to load-in without a Fire Marshal reviewed plan and plans are never considered approved, only reviewed. The Fire Marshal will approve after set is complete.

### **FREIGHT ELEVATOR:**

- During vendor/contractor break periods, the freight elevators must be left empty so that the elevator may be used for other purposes.

- **#36 FREIGHT ELEVATOR**

*For Access to: Loading dock to the 4<sup>th</sup> floor only*

*Dimensions: 9'5" W x 9'6" H x 27' L*

*Door opening: 9' W x 9'6' H*

*Capacity: 20,000 lbs*

- **# 28 FREIGHT ELEVATOR**

*For Access to: Exhibit Hall, 4<sup>th</sup> Floor*

*Dimensions:*

*Door Opening:*

*Capacity: 2*

- **# CART**

*For Access to:*

*Dimensions:*

*Door opening:*

*Capacity:*

- **SERVICE ELEVATORS**

*For Access to: Floors \_\_\_\_*

*Entrance dimensions:*

*Elevator dimensions:*

*Capacity: 3,000 lbs*

### **HEATING AND THEATRICAL DISPLAYS:**

- Use of Candles, fuels for heating food such as Sterno®, cooking stations using butane, lasers and fog machines are subject to federal, state or local regulation which shall be adhered to and must be approved by Hotel's Director of Safety and Security. It is the responsibility of vendor/contractor to obtain and pay for all permits. Permits/Certificate of Insurance must be submitted to Hotel Event Services offices 15 days prior to event.



### **HOLD HARMLESS:**

- The attached hold harmless agreement must be signed and submitted 30 days prior to event.

### **INSURANCE REQUIREMENTS:**

- A certificate of Insurance is required for all vendors working within The Palmer House - A Hilton Hotel. The following are the minimum insurance requirements. Certificate must be submitted to Vendor Check-in upon registering on-line. Note: Security Contractors are required to carry \$5 million in general liability and Rigging Contractors are required to carry \$10 million in general liability.
  - *Commercial General Liability*: Not less than \$2,000,000 combined single limit for bodily injury and property damage. This limit is subject to change based on the scope of work.
  - *Automotive Liability*: Not less than \$2,000,000 combined single limit for bodily injury and property damage.
  - *Employers Liability*: Not less than \$500,000 combined single limit.
  - *Workers Compensation*: In the minimum amount required by the applicable Workers' Compensation statute. In the absence of Workers Compensation insurance in Texas, evidence of an alternative employee benefit program must be provided, as well as proof that the company has legally non-subscribed to the applicable Workers Compensation Act.
  - *Property Insurance*: for Contractor's tools and equipment. In no event shall Hotel, Owners or Hilton Hotels Corporation be liable for any damage to or loss of personal property sustained by Contractor, whether or not it is insured, even if such loss is caused by the negligence of Hotel, Owners or Hilton, its employees, officers, directors, or agents.
  - *Additional Insured*: All entities must be named on the Certificate of Insurance as additional insured's:
    1. Hotel owner entity Chicago Lessee LLC d/b/a The Palmer House - A Hilton Hotel and Hilton Domestic Operating Company Inc. including each of their parent, subsidiaries, affiliates and employees  
17 E. Monroe  
Chicago, IL 60605
- The Certificate of Insurance will be required (1) month prior to the start of the convention.

### **LABOR GUIDELINES FOR LOCAL UNIONS:**

- All Production companies must follow the union guidelines and hiring requirements of the local unions for all events in The Palmer House - A Hilton Hotel. Encore is able to assist you with acquiring the necessary labor for your event. Contact them directly at 312-663-6524 for assistance.
- Chicago Area Union Jurisdictions:

#### **CARPENTERS – Local 1**

Carpenters handle the installation and dismantling of all displays. This includes all display work with the exception of machinery, signs or lighted headers, unless the sign or header is a permanent attached part of the display. Carpenters may also crate machines for outbound loading.

### **DECORATORS – Local 17**

Decorator labor to install pipe and drape or soft goods should not be finalized until a diagram including all AV, inclusive of lighting and sound is provided to the hotel for review. A copy of the agreement between the decorators and stagehands is available upon request.

### **ELECTRICAL – handled by in-house Electricians**

Electricians handle all electrical work including supplying power lines, connecting equipment to the proper electrical outlets, installing sound equipment, lighting equipment, and installing any signs or headers that are lighted.

### **PROJECTIONISTS – Local 110**

Projectionists handle projection in the ballrooms and meeting space. One per screen in the ballrooms and one for every four breakout rooms are required.

### **RIGGERS – Local 2**

Riggers are sometimes referred to as “machine movers.” Riggers unload machines from trucks, uncrate if necessary and move to your ballroom.

The weight of your machine and its size dictate the number of Riggers you will need. As an example, if you require a forklift you must have a full crew of Riggers (three riggers). If the machine is small and can be handled by one or two men, you will not be required to use a full crew.

Additionally, all rigging done in the ballrooms (truss, lighting, etc.) must be handled by Local 2 and must be ordered through Encore by calling 312-663-6524.

### **STAGEHANDS – Local 2**

#### **Ballroom**

- Projection screens, plus trim kits, regardless of location
- All valances on all trusses and rigging
- Stagehand labor to for pipe and drape should not be finalized until a diagram including all AV, inclusive of lighting and sound is provided to the hotel for review. A copy of the agreement between the decorators and stagehands is available upon request.

### **TEAMSTER – Local 714**

Teamsters unload all trucks or vehicles, deliver the material to your ballroom and remove and reload material at the close of the show. The only exceptions to this are machinery, which is handled by the Riggers and Machinery Movers Union, and small items which can be easily carried by one man, in one trip, without the aid of flat trucks, dollies, etc.

### **VIDEO ENGINEERS AND CAMERAMEN – Local 1220**

Required for all IMAG (Image Magnification) and videorecording.

**LOAD-IN/LOAD OUT:**

- Teamsters – Local 714 is responsible for the loading and unloading of all vehicles however, depending on the equipment, small trucks that fit into our dock can be loaded and unloaded by stagehands – Local 2, projectionists – Local 110 and/or camera operator – Local 1220.

**Load In/Out:**

A report will be completed with Hotel Security and Contractor/Vendor Representative **prior to load in.** Digital photos and diagramming of location of any existing damage will be documented. Contractor/Vendor must sign off on report. A copy will be provided to contractor/vendor, hotel security and contracting group representative.

A report will be completed with Hotel and Contractor/Vendor Representative at the completion of the show. Digital photos and diagramming of location of any incurred damage or trash will be documented. Any damages to the areas and facilities utilized by the contractor/vendor will be the responsibility of the contractor/vendor; estimated repair costs will be quoted by a Hotel representative in writing to said contractor/vendor. Estimated repair costs will be the sole responsibility of the contractor/vendor; full payment will be required **prior to departure.** Contractor/Vendor must sign off on report. A copy will be provided to contractor/vendor, hotel security, hotel finance and contracting group representative.

**LOADING DOCK:**

- The hotel Loading Dock is located 124 S. Wabash Street for access to the Ballroom and/or Exhibit Hall. A schedule of load-in/load-out times must be submitted to the Catering or Event Services office no less than 10 days prior to start date for all activities, including all sub-contractors that have been hired by the vendor.
- The Loading Dock is 11' high and 10' wide.
- The Loading Dock has an additional 3 bay(s).
  - Bay # 1 = Tractor-trailer 40'Lx13'Wx12'H ○
  - Bay # 2 = Tractor-trailer 32'Lx12'Wx11'H ○
  - Bay # 3 = Tractor-trailer 50'Lx12'Wx11'H
  - Bays 1-3 are most commonly used when loading and unloading
  - Bay #1 is a union dock and will require union labor to load/unload.
- The belly of the tractor-trailer must have a clearance of at least 12"
- The bay(s) have hydraulic ramps which measure 5'wide x 8 long.
- The Dock can handle trailers with cabs, not extending on the sidewalk, up to 30' long.
- The following trailers will not fit in the Dock but can be unloaded on the street with a forklift and the appropriate Teamster labor:
  - Trailers over 13'H and 35'L
- When scheduling move-in or move-out time you can move approximately 10,000 lbs. of freight per hour with your required labor.

- If freight is blanket wrapped, please allow two hours at the dock, and two and a half hours off the street.

### **MOVING EQUIPMENT:**

- The contractor /vendor must supply their own transportation devices (to include: flatbed trucks, forklifts, electric and manual pallet jacks, packaging materials and equipment) to move equipment in and out; carts or lifts should be electrical. It is imperative that the vendor provide sufficient amounts of equipment to move the drayage as it is against hotel regulations to lend any hotel equipment to outside contractors or vendors.
- Forklifts when used in hotel must be electric and have a back-up light. Forklifts used outside of the hotel can be liquid propane and must have a back-up light. All forklifts and electric pallet jacks must only be used by experienced drivers who are certified by OSHA. All forklifts must be operated by local 714 union.
- Forklifts cannot be stored/parked in the hotels dock area. Storage can be arranged at Peoples Auto Parking 7<sup>th</sup> St. Garage which is located behind the hotel. The phone number is 312-648-9770.
- Protective Floor Covering (Visqueen) must be provided by the vendor and used during move-in/move-out for drayage or any other heavy freight into the ballrooms. All protective floor covering must be in place before drayage can be brought to the ballroom/exhibition hall.
- When designing stage sets, screens, draping, etc., safe and proper access into ballroom areas from back service corridors must be established. Safe access paths into each room must be created; obstruction by equipment, cables, A/V cases, etc. will not be allowed.

### **OSHA:**

- It is the responsibility of the vendor to ensure that work is conducted in a manner that will not pose any potential safety hazard to either guests or Hilton employees and meet Hotel, State and OSHA fire and safety codes. Hotel management has the authority to deny entry of guests into the room until any unsafe conditions have been satisfactorily corrected.

### **PARKING:**

- Upon approval of the loading dock manager, trucks and containers may be **temporarily** parked in the Hotel Loading Dock and must be removed as soon as they are emptied. Vehicles used in the delivery, transportation, or storage of equipment **cannot be left on Hotel property overnight**. Arrangements for removal of vehicles or containers will remain the responsibility of the contractor/vendor. Any vehicles left on Hotel property overnight, without written hotel approval, will be towed at the vendor's expense. A vehicle badge must be prominently displayed on the dashboard with a cellular phone number.
- Overnight Parking for large truck and trailers is available at the McCormick Place Marshalling Yard located at 31st Street and Lake Shore Drive. Call (312) 808-3138 for more information.

## **PRODUCTION SCHEDULE:**

- A fully detailed production schedule must be provided 14 days prior to event start date. The following details must be included:
  - Load in/out times
  - Production Set/Strike times
  - Times the hotel equipment can be installed/set; stage, tech risers, chairs, tables, etc.
  - Rehearsals

## **PYROTECHNICS:**

- Exterior Pyrotechnics: Prohibited by state law.
- Indoor Pyrotechnics: The storage, use or display of pyrotechnic material or devices, fireworks (Class "C" explosives) and similar incendiary devices intended for theatrical or entertainment purposes are prohibited.

## **SAFE WORK PRACTICES:**

- It is the **responsibility of the vendor** to ensure that **all** areas (including back of the house) production equipment and cords are secured in such a manner that it will not pose any potential safety hazard to guests or Palmer House employees and meet Hotel, State and OSHA fire and safety codes.
- Aisles and emergency exits shall be kept free of debris at all times and maintain a minimum width of 24".
- Floors shall be kept clean and dry.
- Floors and platforms shall be kept free of projections, obstructions, holes and loose boards.
- Machinery and equipment shall be arranged to maintain a 24" wide aisle for safe egress from building, or a warning sign shall be posted with padding to increase safety.
- Exits shall never be blocked or obstructed.
- Fire extinguishers shall not be blocked or obstructed at any time.
- Safety devices and guards shall not be removed and/or will be replaced before operating any machine.
- All control buttons and switches shall be properly identified as to its function and purpose.
- All control buttons and switches shall be color-coded.
- All emergency equipment shall be inspected regularly and kept in good working order.
- All unsafe work conditions shall be reported to Hotel Security.

- Report all accidents or illnesses immediately to Hotel Security.
- Report any safety device that is missing or inoperative i.e. machine guards, emergency stop buttons.
- Oily rags and containers that contained flammable liquid shall be disposed of in covered metal containers immediately after use and emptied each day.
- A qualified person shall perform all maintenance of equipment.
- Horseplay and running are forbidden.
- Vendors/Contractors shall use proper lifting techniques as outlined in the Back Injury Prevention Program, to avoid over extension when lifting.
- Personal firearms or other weapons are not allowed on property.
- Vendors/Contractors must report all unsafe work practices to their supervisor and/or Hotel Security.
- Vendors/Contractors must know the Hotel's fire evacuation procedures and must follow appropriate directions from their supervisor and/or Hotel Security.
- An MSDS (Material Safety Data Sheets) shall be provided to Hotel Security for any chemicals that will be used or brought onto the property.
- Vendors/Contractors shall refer to container label or MSDS for recommended personal protective equipment for any hazardous chemical or substance being used.
- Vendors/Contractors who require the use of the forklift must be certified and be in possession of certification when driving vehicle.

### **SHIPPING AND RECEIVING:**

- The vendor must provide their own moving equipment and packaging supplies. No moving equipment will be provided and any packaging supplies requested will be purchased at current prices. Credit card payment will be due prior to delivery of any supplies.
- All delivery/pick-up schedules for packages for the shipping company must be arranged with the UPS STORE (10) days in advance. If advance scheduling does not take place, the shipping company will not be allowed access to the Loading Dock.
- All movements by the shipping company must utilize the Service elevators. Under no circumstance is a Guest elevator to be used for movement of materials
- Any movement of boxes requested to be handled by the Parcel Center will be charged at the prevailing rates. Credit card payment will be due prior to delivery of any boxes.
- The Parcel Center will not designate any staging or holding area for packages processed by the shipping company. All staging and holding must be in assigned meeting space from the organization which hired the shipping company.

- Preferred courier labels and envelopes will not be provided to any exhibitor utilizing the services of the shipping company.
- The return address on all labels put on packages shipped by the shipping company should clearly indicate the name of the shipping company on them.
- A management contact and telephone number must be provided to the hotel to refer inquires of missing boxes to after the end of the event.
- The shipping company must be clear of the meeting space being used at the time indicated in the sales contract with the client. Unless written approval is given in advance by the hotel, if the vendor leaves their items in the area beyond the contracted time there will be a storage/handling and return shipping fee.

### **SOUND AND LIGHTING:**

- The Palmer House - A Hilton Hotel requires that all sound and lighting equipment, and the labor to install, operate and remove be provided by the hotel Ballroom Electrical department for all functions on hotel property, unless approved, in writing, by Hotel. In brief if a device or system carries or transmits signal, needs electrical repair, installation or maintenance the Hilton Electricians would provide this work.
- Free standing or vertical truss are not permitted in the ballroom.
- Sound levels are to be appropriate for the contracted space and are not to interfere with activities of any other group. Please respect any request regarding sound levels you may receive from Hotel Management. The Hotel reserves the right to immediately terminate any event in the case of inappropriate sound level. Sound Checks for rehearsals must be approved in advance.

### **STAGING/SET-UP:**

- All staging must have railings, please be sure to work this into your design setup
- Steps with more than 2 stairs are required to have railings
- Riser widths 6' x 8'
- Riser heights 18" 20" or 24"
- Riser must be at least a 36" clearance from exits
- Lighted exist signs must be used if pipe and drape cover exit sign
- Indicate prep area for staging and seating on diagram
- Indicate the time stage is to be dropped
- Indicate the time seating is to be dropped

**STORAGE:**

- Storage space for outside vendors/contractors will be the sole responsibility of the selected vendor. The Palmer House - A Hilton Hotel will make every effort to secure space, once notification is given, but is under no obligation to provide such space. If space is available, the vendor will be charged published rental for such space. No equipment or cases are to be stored in exit pathways.

**TRASH REMOVAL:**

- The contractor/vendor is held completely responsible for leaving the facility or facilities utilized in the same condition prior to load-in. This will include disposal of trash, literature, cardboard boxes, etc.

**WALK THROUGH REPORT:**

- A hotel representative will conduct a walkthrough of all hotel areas to be used prior to production load in to document the condition of space. At the conclusion of the event, after load out, a hotel representative will conduct a walk through to document condition of space. If damage is discovered or excessive cleaning is required fees may be assessed.

**The undersigned is an authorized Agent of Contractor who will perform services at The Palmer House - A Hilton Hotel and has read and agreed to all terms and conditions above.**

<b>Vendor/Contractor</b>	
<b>Name (printed)</b>	
<b>Title:</b>	
<b>Signature:</b>	
<b>Date:</b>	



## **HOLD HARMLESS AGREEMENT**

This Agreement is made this [ ] day of [ ], 200 , by and between The Palmer House - A Hilton Hotel and [insert full legal name of outside contractor/vendor] (“Contractor”). The parties hereto agree as follows:

Contractor has been retained by [ ] (“Group”) as a contractor for Group’s event at the Hotel over the dates [ ] (“Event”). The Hotel shall allow Contractor to provide services to Group at the Hotel for the Event. In exchange for this valuable consideration, Contractor agrees and covenants as follows:

### **I. INDEMNITY:**

A. Contractor including, without limitation, its affiliates, agrees to indemnify, defend and hold harmless Hotel, its owners The Blackstone Group and Hilton Hotels Corporation (including each of such entities’ owners, partners, subsidiaries, affiliates and franchisees) and their respective members, partners, officers, owners, agents, employees, parents, affiliates, insurers, successors, or assigns (collectively, the “Indemnitees”) from and against all loss, claims, demands, actions or causes of action, liabilities, damages, fines, expenses, costs of whatsoever nature (including reasonable attorney’s fees and costs) whether by reason of death or injury to any person or loss of or damage to any property or otherwise (“Claims”) including Claims which may be asserted by third parties, arising out of, resulting from or in any way connected with, in whole or in part: (a) any breach of the Agreement by Contractor; (b) the activities of Contractor (or any of its employees, agents, exhibitors, guests or attendees) at the Hotel or any related act or failure to act by Contractor or its parties (including but not limited to any omission or act taken or committed by Contractor in any way related to the Event).

B. Contractor agrees to carry contractual liability insurance to cover the Indemnities for any claims arising from the indemnity provisions set forth in paragraph A above and provide the Hotel a current certificate evidencing such coverage. Such insurance must name each of the Indemnitees identified in paragraph A above as additional insured and shall include the CG 20 10 endorsement or its equivalent to the certificate.

C. For the purpose of these indemnities, the activities of Contractor and its agents or employees on or about the Hotel premises shall be deemed to relate to Contractor’s activities pursuant to this Agreement whether or not such activities are within the scope of their agency or employment.

D. Hotel shall have the right to employ its own counsel and to assume its own defense in connection with any action or proceeding to which this indemnification, hold harmless, or defense obligation would be applicable, but the reasonable fees and expenses of such counsel shall be borne by Contractor and shall be paid when due.

### **II. INSURANCE:**

A. Contractor understands that in order for it to provide services on the Hotel premises, Contractor must meet certain insurance requirements. A current certificate evidencing the below listed coverage is required and must be provided at least twenty (20) days before the Event.

- Commercial General Liability: Not less than \$2,000,000 combined single limit for bodily injury and property damage. This limit is subject to change based on the scope of work.

- Automotive Liability: Not less than \$1,000,000 combined single limit for bodily injury and property damage.
- Employers Liability: Not less than \$500,000 combined single limit.
- Workers Compensation: In the minimum amount required by the applicable Workers' Compensation statute. In the absence of Workers Compensation insurance in Texas, evidence of an alternative employee benefit program must be provided, as well as proof that the company has legally non-subscribed to the applicable Workers Compensation Act.
- Property Insurance for Contractor's tools and equipment. In no event shall Hotel, Owners or Hilton Hotels Corporation be liable for any damage to or loss of personal property sustained by Contractor, whether or not it is insured, even if such loss is caused by the negligence of Hotel, Owners or Hilton, its employees, officers, directors, or agents.

B. Contractor waives on behalf of its self and its insurers all rights against Hotel, Owners or Hilton Hotels Corporation and its agents, officers, directors, and employees for recovery of damages to the extent these damages are covered by its insurance regardless of deductibles and/ or limits, if any.

C. Such insurance must name the Indemnitees as additional insured under both the General and Automobile liabilities policies on from CG 20 10 endorsement or its equivalent.

D. Certificates of Insurance should be sent to your Conference Manager, [ ]. Failure to provide such insurance will prohibit Contractor from accessing the Hotel premises.

### **III. MISCELLANEOUS**

A. The Hotel is committed to a drug and alcohol free work place. In addition, it is a requirement that all persons on the Hotel premises conduct their job duties in a safe manner. The Hotel reserves the right to require Contractor's operations to cease at any time if, in the Hotel's reasonable estimation, these two policies are not being adhered to.

B. Contractor understands and agrees that Contractor is being employed by Group and that the Hotel has no relationship with Contractor outside of the fact that some of the work Contractor is providing to Group will be performed or utilized at the Hotel. Contractor acknowledges and agrees that Contractor has not been promised, and will not claim, any payment or consideration from Hotel either for complying with the terms of this Agreement or for any other reason.

C. This Agreement shall be governed by and construed in accordance with the laws of the state where the Hotel is located. Notwithstanding termination or expiration of the Event, this Agreement shall continue to survive. This Agreement supersedes all prior agreements between the parties concerning the subject matter hereof and constitutes the entire agreement between the parties with respect thereto. This Agreement may be modified only with a written instrument duly executed by both of the parties. No waiver by any party of any breach of this Agreement shall be deemed to be a waiver of any proceeding or succeeding breach; any waiver is only valid if in writing signed by the party making the waiver. The headings and titles to the paragraphs of this Agreement are inserted for convenience only and shall not be deemed a part of or effect the construction or interpretation or any provision hereof. This Agreement may be executed in several counterparts, each of which shall be deemed to be an original, and all such counterparts together shall constitute but one and the same instrument.

Neither party hereto shall be deemed to be the drafter of this Agreement and, if this Agreement is construed in any court or arbitration proceeding, said court or arbitrator shall not construe this Agreement or any provision hereof against either party as the drafter hereof. If any phrase, clause or provisions of this Agreement is declared invalid or unenforceable by a court or arbitrator of competent jurisdiction, such phrase, clause or provision shall be deemed severed from this Agreement, but will not affect any other provision of this Agreement, which shall otherwise remain in full force and effect. If any restriction or limitation in this Agreement is deemed to be unreasonable, onerous or unduly restrictive by a court or arbitrator of competent jurisdiction, it shall not be stricken in its entirety and held totally void and unenforceable, but shall remain effective to the maximum extent permissible within reasonable bounds.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date written above.

**AGREED AND ACCEPTED:**

**HOTEL**

Chicago Lessee, LLC  
d/b/a The Palmer  
House - A Hilton  
Hotel

By: \_

Name: [   ]

Title: [   ]

Date: [   ]

**CONTRACTOR**

[FULL LEGAL NAME OF CONTRACTOR]