

Flamingo

Harrah's
LAS VEGAS

THE QUAD
RESORT & CASINO



CONFERENCE SERVICES GUIDELINES



CAESARS
ENTERTAINMENT®



WELCOME TO THE FLAMINGO, HARRAH'S & THE QUAD LAS VEGAS CASINO RESORTS!

The choices to host your event are many and we realize that. Understanding your needs in detail will ensure we are prepared for your program. This planning guide is a direct result of our customers who have asked us to provide as much detail as possible in advance. We hope and trust this information will aid in your planning process. We have an amazing team of catering and convention service professionals who are eager to work with you through the experience from start to finish with a single goal in mind: to make your event a success in every measurable way and to bring you back again and again.

On behalf of the entire Caesars Entertainment team, we would like to thank you for the opportunity to work with you.

We look forward to hosting your event!

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I. AUDIO VISUAL

1. IN-HOUSE AUDIO VISUAL

The preferred audio visual provider at Flamingo, Harrah's & The Quad Las Vegas is Encore Productions:

ENCORE PRODUCTIONS

3555 Las Vegas Blvd., South, Las Vegas, NV 89109
Phone: (702) 697-2533

2. OUTSIDE PRODUCTION COMPANIES

Encore Productions manages and oversees all Audio Visual Vendors and Production companies providing services within the Flamingo, Harrah's & The Quad Las Vegas. In an effort to ensure that our liability needs are protected and that quality standards are maintained, Encore Productions oversees the proper operation and care of our facility and equipment by local and national vendors. We have established the following as conditions that must be substantiated and received prior to your event at the Flamingo, Harrah's & The Quad Las Vegas.

- The Flamingo is a Union Facility. All Audio Visual Services must be performed by an IATSE Local 720 Union Member. All events at the Flamingo Las Vegas must be pay rolled through Encore Productions the exclusive pay roller at the Flamingo Las Vegas. All non IATSE technical staff must be appointed a Union Technical Assistant hired through Encore Productions.
- All Production companies must provide Encore Productions with a detailed Schedule of Events, 30 days prior to the event. This document shall include accurate dates and times of the show load in and load out, rehearsal schedule, fire watch schedule, show schedule, and electrical install and removal times. Any Production company using theatrical smoke, pyrotechnics or lasers, must notify the group's Convention Services Manager, 30 days in advance in order to make proper arrangements with Hotel Security and the local Fire Marshall. Contact your group's Convention Services Manager for details. Encore Productions' contract(s) must be signed and returned to Encore Productions fourteen (14) days prior to show load-in. Contracts signed and returned less than 14 days will be revised with late electrical pricing and overtime/double-time labor rates.
- A Technical Supervisor will be assigned to your Production Company during the load-in, setup, tear down and load-out of your show. Your assigned TS will also do a walkthrough of the facility and note any existing damage in the room prior to load-in. At the conclusion of load-out, the TS will do a follow-up walkthrough and note any additional damage to the facility. The Production Company will be billed for all damages to the facility. Full payment is required thirty (30) days of billing date. All vendors and groups are responsible to leave the hotel in the same condition it was found. Rates are available upon request.
- All scissor, man, fork or boom lifts ordered through Encore Productions must be operated by certified Encore Productions staff members or certified contracted labor hired directly by Encore Productions.
- The Hotel maintains a strict policy for using pyrotechnics or fog machines within the convention area. Fog machines must be water based. No oil based fog machines are allowed in the Convention Centers. The hotel requires that an Encore Productions representative be stationed in the room during rehearsals and all performances. Rates are available upon request.
- Load-in and load-out will be done at designated hotel loading docks only. Hotel loading docks are not to be used without prior written consent of the Flamingo, Harrah's & The Quad Las Vegas. Trailers will not be permitted to remain on the loading docks when not being actively loaded or off-loaded.
- Semi trailer and oversized vehicle parking is available at The Quad in the East Parking Lot. The vehicle owner/operator is required to inform Flamingo, Harrah's & The Quad Las Vegas of any vehicle to be parked in this area. The make, model and license number will be recorded for each vehicle parked. Parking is at your own risk; Flamingo, Harrah's & The Quad Las Vegas does not assume any liability for vehicles parked on it's property.
- No equipment or cases are to remain in the "back of the house" areas at anytime. This includes public areas, service areas, hotel dock(s) and/or hotel parking lots. Storage space for outside audio visual companies will be the sole responsibility of the audio visual company. All freight, equipment and trailers must be taken off property for the duration of the show.
- All non-display vehicles inside the Convention Centers must have white No-Mar tires and free from leaks. The production company is responsible for protecting hotel carpeting with plastic no less than 7 mm thick. All lifts will be physically checked before they are permitted to come inside the Convention Center. Cleaning and/or repair fees will apply should marks, leaks or damage be found on the carpeting or stages. The Production Company will be billed for all damages to the facility.

- For security reasons it is required that outside Production Companies provide ID badges for all their staff members. ID badges must notate staff member's name, group's name and Production Company's name.
- The Hotels' convention areas have an overhead sound system. To protect our property, Encore Productions must supervise any patches into the sound systems.
- Technical areas are to be placed on sidewalls or in the rear of room with all cabling routed around the perimeters in a manner that maintains safe thoroughfares for servers and guests. Cable ramps are required for all cables crossing walkways, back hall walkways & outdoor areas. Camlok cabling is available as a rental. Please contact your Encore Productions Sales Manager for details and pricing.
- There is no smoking permitted inside the Convention Centers, or its back hallways. Smoking is only permitted outside of the building in designated areas.
- Outside Vendors must place on file with the hotel a certificate of insurance showing a minimum of \$2,000,000.00 for each occurrence. This certificate must show the following: Flamingo, Harrah's and or The Quad Las Vegas and their subsidiaries and affiliates, and each of their officers, Directors, representative and employees are named as additional insured under above policies.
- All Audio Visual, Booth Lighting, Electrical, Banner/Sign Hanging & Plumbing Services are exclusive trade show services of the Flamingo, Harrah's & The Quad Las Vegas and Encore Productions. Outside Production Companies and/or Audio Visual Service Providers are not permitted to provide any of the above listed services on the trade show floor.
- Use of Flamingo, Harrah's & The Quad Las Vegas employee cafeteria is prohibited for all outside production staff & vendors.

3. ELECTRICAL USAGE

Electrical Services are an Exclusive Service of Flamingo, Harrah's & The Quad Las Vegas and services must be distributed and installed by Encore Productions. Rates are available upon request.

4. THEATER FACILITIES

Flamingo, Harrah's & The Quad Las Vegas also has state of the art theater facilities. Our theaters provide some of today's top entertainers and may enhance your convention as well. Please speak with your Convention Services Manager in regards to reserving one of our theaters and pricing. Flamingo, Harrah's & The Quad Las Vegas is the exclusive audio visual provider in all theaters.

II. RIGGING, BANNERS AND SIGNAGE

- Rigging is an exclusive service of Flamingo, Harrah's & The Quad Las Vegas. Two riggers, one high and one ground, are required for both load in and load out of all equipment that is to be hung in or attached to the ceiling. Rates are available upon request.
- All rigging equipment (i.e. chain motors, span sets, shackles, steel, deck chain, etc.) must be supplied by Encore Productions for liability reasons. Rates are available from your Encore Productions sales manager upon request.
- All Signage brought in must be professionally made and meet the requirements of Hotel Management. Signs or banners may not be taped, stapled, nailed, tacked or otherwise affixed to any hotel doors, walls, columns or other parts of the buildings or furnishings. The hotel is not responsible for signage or promotional materials left unattended or left behind at the conclusion of your event. Banners in excess of 6' should include a rigid support for best results. Always include grommets when purchasing a banner.
- All signs and banners connected to the hotels' walls or ceilings must be hung and removed by Encore Productions staff only and load is not to exceed 75 lbs. per running foot. Arrangements should be made with your primary hotel contact at least 7 days in advance of your event and labor charges will be assessed. Convention Services must approve all hanging signs. The hotel reserves the right to refuse signage that does not meet the minimum requirements as set forth in these policies.
- Signage and easels are permitted in the convention area at the discretion of the Convention Services Department. Signage and easels for functions will be limited to one sign outside of each meeting room and are not permitted in the casino, hotel lobbies, sleeping room hallways or in elevator banks on guest room floors.

III. EXHIBITS AND TRADE SHOWS

All audio visual equipment and electrical services are an exclusive service of Encore Productions. Exhibitor Kits are available upon request.

1. PRE- AND POST-SHOW FACILITY WALK THROUGH

A pre- and post-show facility walk through will be arranged with the exhibit manager. At that time, any damages or alterations to the convention meeting space will be noted and appropriate actions taken. During the course of your event, if any damage is sustained to the property, your company will be liable and responsible for all repair costs incurred, which will be charged to your group master account. Full payment is required thirty (30) days of billing date. All vendors/groups are responsible to leave the hotel in the same condition it was found. Rates available upon request.

2. WASTE REMOVAL

Decorating/Production companies are responsible for ordering and maintaining their own dumpsters during the exhibit/production. The hotel dumpsters may not be used under any circumstances. In addition, the loading dock areas used for move in and move out must be kept clean at all times, including move in, move out and during the show. In case no provisions have been made for the collection of debris Flamingo, Harrah's & The Quad Las Vegas reserves the right to assess charges to the group master account, including but not limited to late fees and overtime fees. All dumpsters must be removed within 24 hours of final load out. Contact:

REPUBLIC SERVICES OF SOUTHERN NEVADA

770 East Sahara Ave., Las Vegas, NV 89104

Phone: (702) 735-5151 | Fax: (702) 735-1986

If any unusual cleanup is required, your organization will be billed on a cost basis of man hours required to restore the Hotel's property to the same condition in which it existed prior to your event. An example of this would be confetti shot from "confetti cannons" as a special effect.

3. CLEANING OF THE FACILITIES

The hotels will provide the exhibit/production space in a clean condition including exhibit floor, pantry areas, and freight dock areas. It is the responsibility of the Decorating/Production companies to return these facilities in the same clean condition as received.

Daily janitorial service is not provided by the Hotel in any area that contains exhibits/trade shows, except those areas designated for coffee breaks, etc. Daily booth and aisle clean up must be arranged with your exhibit service company. At a minimum, trade show/exhibit floors need to be cleaned before opening and once a day for the duration of the show

4. EQUIPMENT INVENTORY

Flamingo, Harrah's & The Quad Las Vegas convention inventory (tables and chairs) is supplied at no charge for meeting/food and beverage events only. Requests for inventory or labor for an exhibit related event are available upon request and fees will apply.

5. SHIPMENTS AND STORAGE OF EXHIBIT MATERIALS

- Due to limited storage space, NO freight will be accepted by hotel in advance of the show. The hotel cannot accept and store shipments of exhibit materials in advance of a show. Collect shipments and shipments that require a forklift to unload will not be accepted. Shipments that require special handling (refrigeration, etc) should be coordinated with the exhibit company directly prior to shipping. Hotel reserves the right at its own discretion to accept and deliver any boxes, packages and shipments to attendees and clients of Flamingo, Harrah's & The Quad Las Vegas. Applicable charges will apply.
- Due to Clark County Fire Department regulations, crates, boxes and such cannot be stored on Hotels' premises during a show. This includes public areas, service areas, hotel dock(s) and/or hotel parking lots. It will be necessary for you to make arrangements with your exhibitor service to receive and store exhibits for delivery to the Hotels on the move in date. These arrangements must also include the removal of empty crates, their storage during the show, and their subsequent return to the Hotels on the move out date. Any and all equipment found stored inside the Hotels will be moved and cost of labor will be charged to the outside contractor.
- Should any property not be removed by the designated move out date, the Hotel management may store, or cause to be stored, any such property that your organization or the exhibitor will be charged a reasonable fee for all incurred.
- All exhibitor packing containers, wrapping materials and display materials must be removed from behind booths and placed in storage. All empty cartons must be removed for storage or they will be removed as trash. Literature, which is on display, shall be limited to reasonable quantities and reserved supplies shall be kept in closed containers and stored in a neat and compact manner.

IV. SECURITY

- The Flamingo, Harrah's & The Quad Las Vegas is not responsible for loss of or damage to equipment or other items left in meeting rooms. If you plan to leave valuables of any kind in a meeting room, we suggest that you hire a security guard to be stationed in the room. This may apply, but is not limited to, exhibit halls, audio visual/production setups, registration areas, etc. Remember that the majority of our meeting space is bordered by air walls and is easily accessible from the adjoining space.
- Armed guards are not permitted on Flamingo, Harrah's & The Quad Las Vegas property.
- The following parameters apply to any outside Security firms when you hire to provide services on Flamingo, Harrah's & The Quad Las Vegas property:
 - The company selected must be an approved vendor with the Flamingo, Harrah's & The Quad Las Vegas.
 - The company must provide Flamingo, Harrah's & The Quad Las Vegas with proof of insurance, as outlined in the Outside Contractors portion of this guide and naming Flamingo, Harrah's & The Quad Las Vegas as additional insured.
 - A representative of the chosen company must check in with Convention Services Department upon entry to the property and upon departure.
 - Flamingo, Harrah's & The Quad Las Vegas Security Department is to be copied on all incident reports created by the outside provider.
 - The Security Company must provide the Convention Services Manager the contracted dates and times.

Approved Security Company:

OFFICIAL SECURITY

Darryl Cronfeld
2404 Santa Paula Dr, Las Vegas, NV 89104
Phone: (702) 369-4366 | Fax: (702) 369-4369
E-Mail: osiguards@aol.com

V. DISTRIBUTION OF PRINTED MATERIALS

- ONLY authorized hotel personnel shall deliver all convention related brochures, magazines, flyers and similar printed materials to guest rooms in the hotel. All Convention Publications must be approved in advance by the association, event planner, company and by the hotel.
- Distribution of gummed promotional stickers or labels is strictly prohibited. Any actions necessary for the protection and/or repair of the premises, equipment or furnishings will be at the expense of the exhibitor, association, event planner or company.

VI. SHIPPING & RECEIVING/BUSINESS SERVICES

Flamingo, Harrah's & The Quad Las Vegas features two full service UPS Stores to handle all of your shipping and receiving needs.

Flamingo Las Vegas features a full service UPS Store to handle all of your shipping and receiving needs. The UPS Store is located near the Monorail in the Shopping Promenade and is open from 7 am-7 pm Monday-Friday and 8 am-5 pm Saturday and Sunday. Store hours are subject to change, please contact the UPS Store upon arrival to retrieve your packages, at (702) 457-2777. Services include (but not limited to): Sending and receiving faxes, sending and receiving packages, photocopies and package handling.

All boxes and packages must include the following information to ensure proper handling:

GROUP NAME

Event Date(s)

Attn: On-Site Contact's Name

**FLAMINGO LAS VEGAS
THE UPS STORE**

3565 Las Vegas Blvd., South, Las Vegas, NV 89109

Harrah's and The Quad Las Vegas feature a full service UPS Store to handle all of your shipping and receiving needs. It is located at Harrah's within the convention area and is open from 7 am-6 pm Monday-Friday and 12 pm-4 pm on Saturday. Store hours are subject to change, please contact the UPS Store upon arrival to retrieve your packages, at (702) 693-6268. Services include (but not limited to): Sending and receiving faxes, sending and receiving packages, photocopies and package handling.

All boxes and packages must include the following information to ensure proper handling:

GROUP NAME

Event Date(s)

Attn: On-Site Contact's Name

**HARRAH'S LAS VEGAS
UPS STORE**

3475 Las Vegas Blvd., South, Las Vegas, NV 89109

Please make note, if you anticipate a large volume of incoming or outgoing packages and boxes, please consult with the UPS Store. Shipments are not to arrive earlier than (7) days prior to the group's arrival.

VII. TELECOMMUNICATIONS SERVICES

Please review your telephone line requirements with your Convention Services Manager at least thirty (30) days prior to arrival to assure that we are able to provide the services you require. Orders for 15 lines or less must be received seven to ten (7-10) days prior to installation date, 16-50 lines must be received fourteen (14) days prior and 51 lines or more must be received twenty-one (21) days prior. Pricing and order.

VIII. PREFERRED VENDORS

Las Vegas Meetings by Caesars Entertainment maintains a list of preferred vendors who can provide a variety of services such as décor, transportation, floral, security; exhibit services, transportation, etc. Charges from our preferred vendors can be applied directly to your master account at Flamingo, Harrah's & The Quad Las Vegas. Please ask your Catering/Conference Service Manager for more information and for our preferred vendor list.

IX. MEETING AND FACILITIES GUIDELINES

1. FORKLIFTS AND SCISSOR LIFTS

- All forklifts and scissor lifts must come equipped with No-Mar tires and a fire extinguisher. The hotels do not loan or provide motorized forklifts, genie booms, lifting devices, tools, ladders etc. to outside contractors. All equipment must be secured in advance. Contact Encore Productions for rates. Electric and propane forklifts are only permitted and must have a certified operator. Forklifts must have an audible device while driving in reverse and must comply with OSHA Standard 29 CFR Part 1910-178.
- Forklifts, ramps, scissors lifts and any other equipment may not be stored on Flamingo, Harrah's & The Quad Las Vegas Property. Any items placed in areas without approval will be removed at the cost of the client.

2. CARPET PROTECTION AND INSTALLATION

- Pads or blankets must be placed on the carpets at any location where crates are disassembled.
- The Exposition or Production company must place Gym Guard or Visqueen (minimum 7 mm thickness) on top of carpet on the main thoroughfares or aisles. At a minimum of 4 main aisles of an exhibit floor, or in case of functions other than exhibits, the main aisles and main cross aisles. In addition, it must be placed under all trusses while installing and striking rigging.
- Exposition or Production Company is required to cover the doorway entries and any areas driven on by heavy equipment by utilizing at least 30 feet of protective carpeting at each drop point, including service hallways. This carpeting must cover 30' into the banquet hallway and the remainder 30' is laid into the ballroom on top of the carpet. Protective carpeting must be "thread up" and maintained to avoid any debris from riding into the carpet.
- Only a low adhesive tape is permitted on the hotels' carpet. Two-way carpet tape is not permitted. Decorator carpet may be installed only as follows:
 1. Visqueen is to be laid directly over hotel carpet and secured with a low adhesive tape.
 2. Decorator carpet may then be laid over Visqueen with tape securing carpet to Visqueen.
- Thin rubber matting must be used in service corridors between receiving area and convention area.

3. SPECIAL EFFECTS

Should a production company utilize a special effect during a meeting, such as a confetti cannon, a one-time special cleanup fee of \$1,000 will be applied to your master account.

4. AMERICANS WITH DISABILITIES ACT

Pursuant to the Americans with Disabilities Act (ADA) of January 26, 1992, Group agrees to provide proper ramp access to all elevated exhibit booths and/or non-permanent staging used for either exhibit or special event purposes. The ramp will meet ADA guidelines with regard to both seeing and mobility impaired persons. Group will comply with all other ADA and OSHA requirements.

5. EXCLUSIVE SERVICES

Plumbing, booth lighting and catering, audio visual within exhibit hall and all electrical needs & rigging.

6. EQUIPMENT INVENTORY

Our convention inventory of tables and chairs for meeting-related events is supplied at no charge for meeting and/or food and beverage events only. However, if your requirements are larger than hotel supplies, the hotel will not be responsible for renting equipment or for any costs incurred. Please note that our entire inventory of equipment is not available for one single group, but is shared with all other groups on property at the time of your meeting. Please see your Convention Service Manager regarding equipment for your group's specific use. Please note, extraordinary set ups or set delays caused by an exhibit decorator/production company may incur a labor charge.

x. EXHIBIT/PRODUCTION FLOOR PLANS

In accordance with the Clark County Uniform Fire Co (Ordinance 2289, effective March 30, 1994), all functions with attendance greater than 299 people require a Fire Marshall-approved diagram on the premises for and during each event. It is the sole responsibility of your company to contact the Fire Marshall a minimum of 30 days prior to your scheduled function(s) and submit to the Fire Marshall in writing, three floor plans and appropriate documentation for any functions with attendance greater than 299 people. A Fire Marshall-approved floor plan is to be forwarded to your Convention Services/Catering Manager no later than 21 days prior to the event. A Fire Department-stamped plan for each qualified event must be posted at the convention site and be available for inspection at all times. It is your sole responsibility to relay information regarding the uniform Fire Code to exhibitors in your Trade Show/ Exhibit Hall or display area. Your company acknowledges and warrants that Flamingo, Harrah's & The Quad Las Vegas is not responsible to any meeting planner, organizer, or other third party hired by your company to assist with the development, marketing, organization, or implementation of your function(s). Any function with attendance greater than 299 people not approved by the Fire Marshall, shall not, under any circumstances, be allowed to happen. Diagrams must be submitted to:

CLARK COUNTY FIRE DEPARTMENT FIRE PREVENTION BUREAU

Attn: Fire Inspector

575 East Flamingo Road, Las Vegas, Nevada 89119

Flamingo, Harrah's & The Quad Las Vegas is equipped with a software system for creating diagrams at your request. The fee for this service per diagram submitted is \$350.00. Diagrams submitted less than 14 days prior to function date will be charged at \$450.00 per diagram. Diagrams submitted less than 5 days prior to function date will be charged at \$750.00. All setup requirements for your function(s) must be given to your Convention Service Manager no later than 30 days prior to your function(s).

1. DIAGRAM GUIDELINES

- The following must be shown on the diagram for your event:
 1. Scaled to a minimum of 1/20"
 2. Dimensions and square footage of the entire area
 3. Size, location and construction of booths or any object taking up floor space in the room
 4. Table and chair location
 5. Width of all aisles
 6. Location and width of all fire exits
 7. Location of ALL fire extinguishers and fire hose cabinets. One fire extinguisher per every 6,000 sq. ft. and travel distance not to exceed 75 feet. Must be visible and accessible
 8. Name of contact person and phone number
 9. Move in and move out dates
 10. Room name
 11. Function name
 12. Name of hotel
 13. Address of hotel
 14. Occupancy
 15. Grandstands, bleachers, risers and alike must be approved by the Clark County Building Department
 16. Perimeter/Screen draping
- All fire exits must be clearly visible with an illuminated exit sign above each.
- Back staging and rear screen projection guidelines:
 1. No storage boxes, musical cases, etc. may be stored behind staging.
 2. If exiting is covered by stage masking there must be a clear path from masking to exit and illuminated exit sign located on masking.
 3. Any fire extinguishers or fire hose cabinets located back-stage must be clear and easily accessible.

2. DIAGRAM CHANGES/ALTERATIONS

- Any changes to approved diagrams must be re-submitted for approval to the Clark County Fire Department. Any unauthorized room changes may cause delays in opening specified event.
- Aisles and exits as designated on approved show plans shall be substantial and fixed in position in a specified area for the duration of the show. Easels, signs, etc. shall not be placed beyond the booth area into aisles. Exhibitors must keep their booths and displays within the designated perimeters. Any violators will be made to move their exhibits.

XI. FIRE MARSHAL REGULATIONS

1. SMOKE, FOG, HAZE AND/OR PYROTECHNICS

- Any smoke, fog, haze or pyrotechnics (including rehearsals) must first have Fire Marshal and Hotel Life Safety approval. The Life Safety staff at Flamingo, Harrah's & The Quad Las Vegas must be notified at least two weeks in advance of the event. Fog machines must be water based. Flamingo, Harrah's & The Quad Las Vegas facilities will be contacted to disable the fire alarm devices in Flamingo, Harrah's & The Quad Las Vegas Convention Center. A technician must remain in the Fire Safety Command Center while the devices are disabled. Fees will apply.
- When pyrotechnic displays are used on property, a permit must be given to the Convention Services Manager prior to related function. A competent and certified operator must be present and a copy of the operator's certificate must be on file with Convention Services Manager prior to the show. All pyrotechnic displays must comply with Uniform Fire Code.

2. AUTOMOBILES

Automobile or other fuel-powered vehicles of any nature must follow the following guidelines:

1. Gasoline tanks at 1/8th full
2. Batteries disconnected
3. Fuel-filler caps locked or taped
4. Non-flammable drop cloth placed under the engine
5. Locking gas caps
6. Ignition keys removed
7. Propane tanks to be removed
8. Each vehicle must be equipped with its own fire extinguisher
9. Displays involving flammable or combustible liquids or materials and pyrotechnic displays must be demonstrated to the Clark County Fire Department for issuance permit

3. FIRE RESISTANCE

- Combustible materials must not be displayed in exhibit booths at any time.
- All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo plastic cloth, and similar decorative materials shall be flame retardant to the satisfaction of the Fire Department and State Fire Marshal. Canvas, cloth, cardboard, leaves, or similar combustible materials shall be completely flame retardant. All drapes, hangings, curtains, drops, exhibit booth construction materials and all other decorative material including Christmas trees shall be made from non-flammable material or treated and maintained in a flame-retardant condition. Oilcloth, tar paper, sisal paper, nylon, Orlon, and certain other plastic materials cannot be made flame retardant and their use is prohibited. ALL MATERIALS MUST BE ACCOMPANIED BY AN OFFICIAL FIRE RESISTANCE CERTIFICATE.
- If substitutions of original materials must be made, such labor and materials as required to bring the work up to code standard shall be provided by group at no additional expense to hotel. If group is unable to comply, said convention should be cancelled by hotel without liability to hotel.

4. GENERAL COMPLIANCE

- Compressed gas cylinders are prohibited unless prior approval is obtained from the Fire Marshal. Approved cylinders must be stored in an upright position. Helium canisters are permitted but must be stored in a secured upright position.
- Any use of two wire extension cords is prohibited. Multiple outlets and electrical cords must be grounded and must not be used to exceed their listed amp rating.
- Areas enclosed by solid wall and ceilings must be provided with approved smoke detectors and a "fire watch" during off hours. Any covered area exceeding 800 sq. ft. will require a temporary sprinkler system.
- Electrical panels must have thirty inch (30") clearance in front. All other electrical (cords, plugs, etc) must be of the approved type and in accordance with the Uniform Fire Code and the National Electrical Code.
- Any bleacher system set up will require approval from the Clark County Building Department.
- Smoking is prohibited in all convention areas, at all times. It is the responsibility of the exposition or production company to enforce this policy with their personal.

Anyone found violating the above requirements would be subject to full prosecution of the law. Should you have questions please contact the Clark County Fire Department at (702) 455-7316 or view more information on www.co.clark.nv.us/fire/firedept.htm

XII. CATERING POLICIES

All food and beverage items must be supplied and prepared by Flamingo, Harrah's & The Quad Las Vegas. Food items may not be removed from the premises or to be transferred to guest rooms or hospitality suites as per the Health Department Regulations. No food or beverage may be brought into Flamingo, Harrah's & The Quad Las Vegas by a guest or attendee including exhibitors. Please contact your Convention Services Manager with questions or further clarification on this policy.

1. MENU SELECTIONS:

- Menu selections are due 30 days prior to your event and must be received in writing.
- All menus are subject to 22% service charge and current Nevada State sales tax. Tax-exempt organizations must present a valid Nevada certificate of exemption 90 days prior to arrival.
- Vegetarian and specialty diet needs must be received at least 72 hours prior to any event; additional charges may apply for special requests.

2. GUARANTEED NUMBERS

- All Guaranteed numbers are due by 11:00 am, three (3) business days prior to each event. This number will be considered a guarantee not subject to reduction and charges will be made accordingly.
- Should guaranteed numbers not be submitted by the deadline, the figure indicated on your banquet event order will become the guarantee and will not be subject to reduction.
- Counts may not be reduced more than 5% at the guarantee due date, or more than 20% from your initial program.
- Your master account will be charged for the guarantee at minimum, or for the actual number of guests in attendance, whichever is greater, for all packages priced per person.
- The Flamingo, Harrah's & The Quad Las Vegas will be prepared to serve the specified menu up to 3% above the guarantee. Counts may not be reduced more than 5% 72 hours prior and more than 20% from your initial program.

3. RATIOS/MINIMUMS/LABOR CHARGES

- The hotel reserves the right to apply Meeting Room Rentals and/or Room set up labor charges should attendance decrease from the original contracted expected attendance.
- Menus requiring a chef or carver will be assessed a \$250 per chef/carver fee, plus applicable Nevada State sales tax.
- For hosted bars, 1 bartender per 100 guests will be scheduled.
- For cash bars, 1 bartender per 100 guests will be scheduled.
- Groups may request additional bartenders above this ratio at \$450 per additional bartender.
- Bartender labor charges will be billed to your master account at \$250 per bartender, plus applicable Nevada State sales tax.

4. POOL EVENTS

- Pool events require Flamingo, Harrah's & The Quad Las Vegas Hotel Security to maintain the privacy of your event, and to protect hotel property, at group's expense.
- Pool events require Flamingo, Harrah's & The Quad Las Vegas Life Guards to maintain the safety of hotel guests and Flamingo, Harrah's & The Quad Las Vegas employees, at group's expense.
- The hotel reserves the right to make the final decision as to the suitability of holding an event outdoors or relocating indoors.
- Group is responsible for the purchase of the minimum lighting package available through Encore Productions Audio Visual.
- A \$1,500.00 labor setup charge will apply for all events on the pool deck for the upper deck, and \$3,000 for the whole deck.
- Pool event setup may begin no earlier than 6:00 pm during peak season. The earliest event time available is 7:00 pm. Bands, DJ's and loud music must end at 10:00 pm in consideration of our other hotel guests.

5. MEETING AND FUNCTION SPACE

- Your program of events is due to your Convention Services Manager 30 days prior to your event. Space not assigned at 30 days out will be released to the hotel for scheduling of other functions as required. Should your program grow from the original contract, we will do our utmost to accommodate you but cannot guarantee that space will be available.
- Please review your meeting room requirements with your Convention Services Manager. Set up and labor charges may be incurred for any setups or turns at the discretion of the Convention Services Manager as a result of tight turns and delays caused by outside production and decorating companies. Labor charges may also be incurred if changes to pre-arranged meeting room setups are made less than 24 hours prior to a function or after the room has already been set.
- Standard meeting room amenities include water stations, pads and pens. Additional amenities are available upon request at an additional charge.
- Podium and Risers are available for rental. Podiums are charged at the rate of \$85.00 per podium/per room/per day. Hotel Risers are available at the rate of \$150.00 per 6' x 8' riser/per room/per day.
- The Flamingo, Harrah's & The Quad Las Vegas Hotel reserves the right to make reasonable substitutions to meeting and banquet rooms. Specific room assignments may be changed at the discretion of the Convention Services Manager. Comparable space will be made available to accommodate meeting/function/exhibit requirements.
- If extensive meeting room setups or tight turns are required there may be a setup charge to cover for the additional labor.
- The Flamingo, Harrah's & The Quad Las Vegas reserves the right to charge a rental fee for meeting, function or exhibit space utilized by suppliers, allied or affiliated groups who are conducting meetings or holding functions for their own use in conjunction with your group. Room rental will be incurred in all cases unless there is a substantial catered food and beverage purchase guaranteed. Coffee breaks and continental breakfasts are not considered substantial food and beverage. The Flamingo, Harrah's & The Quad Las Vegas bears no responsibility for your equipment/belongings left in a Meeting Room or any other area of the hotel, prior to, during or after a function and regardless of whether Flamingo, Harrah's & The Quad Las Vegas has issued you a key for the function room. A limited amount of lockable space is available and must be arranged for prior to arrival.

XIII. HOTEL SERVICES AND POLICIES

1. PARKING

Parking is available at no charge for valet and self parking.

2. PORTERAGE (LUGGAGE HANDLING)

Round trip portorage is required for all group arrivals of 15 or more; see rate information sheet for pricing. Group arrivals may not take place at the front of the hotel, and must be coordinated in advance with your Convention Services Manager at the hotel's tour entrance.

3. SAFE DEPOSIT BOXES

In-room safes are available in every room. Limited safe deposit boxes are available at no charge.

4. ROOM DELIVERY

Any printed material or room gifts must be delivered by Flamingo, Harrah's & The Quad Las Vegas Guest Services at the current prevailing rates, available on the attached rate information sheet. The items must be delivered to Guest Services at least 48 hours in advance and must be pre-arranged at least 7 days prior to arrival. Your Convention Services Manager must approve all deliveries.

Due to the volume of check-in and checkouts, room deliveries on Sundays must be approved in advance by your Convention Service Manager. All deliveries are between 2:00 pm and 9:00 pm, Monday through Saturday. Items will be placed inside the sleeping room (not outside or under the door) after a guest has checked in. Items will not be delivered prior to arrival.

5. CHILDCARE SERVICES

The Clark County Code and Clark County Child Care Regulations prohibit Flamingo, Harrah's & The Quad Las Vegas, its convention, meeting and trade show customers and any other groups either staying in the hotel or using the Flamingo, Harrah's & The Quad Las Vegas convention and meeting facilities from offering childcare services on the property. Fines may be assessed if adherence to this law is not enforced.

XIV. ROOM RESERVATION PROCEDURES

Your group will be assigned a designated Room Reservations Group Coordinator who will be your main contact regarding pickup reports, delegate lists, room block reductions, etc.

- Your Convention Services Manager (prior to your printing and mailing out the piece must approve housing information that will be distributed to your attendees.
- A deposit of the first night's room and tax is required to hold all reservations. See your Sales Contract for specific details. Reservations must to be cancelled 72 hours prior to arrival to avoid 1st night's room & tax charges.
- Rooming must be computer-generated or typed. Handwritten lists will not be accepted.
- The following information is required for each reservation on your list:
 - Last name, first name
 - Last name, first name of anyone sharing the room
 - Company name (if applicable) and address
 - Arrival date
 - Departure date
 - Preferred accommodation type (single, double, one bedroom suite, etc.) and special room requests (king bed, smoking, non-smoking, high floor, etc.)
 - Room rate
 - Deposit method (credit card, Master account, other)
 - Credit card type, number and expiration date, along with name as it appears on card
 - Guests phone and fax numbers

- Housing agencies must provide a copy of the intended housing procedures for approval prior to print, publishing or distribution to group attendees.
- All credit cards are charged immediately as the reservation is entered into our reservation system.
- Deposits for unclaimed guaranteed rooms are forfeited nightly at 2:00 am.
- Confirmations for individual call-ins will be given at the time the reservation is made. The Flamingo, Harrah's & The Quad Las Vegas does not send a separate mailing with confirmations to individual guests. The Meeting Planner may request a rooming list with confirmation numbers for reference. Please speak with your Room Reservations Coordinator.
- Changes to reservations after the cut-off date will only be made based on availability at the group rate. Please send all changes in writing only to your Room Reservations Coordinator.
- Standard no-show billing is one night's room and tax.
- A sub-block will be required for staff/VIP rooms in the event that group prefers the individual call-in reservation method. This block is inclusive of your main block and not in addition to it. This sub-block will be held for you until your cut-off date, at which time you will need to submit a rooming list to your Room Reservations Coordinator with all info stated above for reservation submission.
- In order to better protect your interests, your Convention Service Manager and Room Reservation Coordinator will want to know if you will approve the release of sub-blocks from your main group block for affiliated or exhibiting companies attending your convention. Please be sure to provide this information when requested.
- Should you wish to control the sale of guest room suites from your room block, please see your Convention Service Manager to review procedures.
- Please provide the name of the person within your organization with whom we will coordinate all housing. In order to alleviate conflicts in information received, we ask that a dedicated person on your staff be allowed to work with us, and that this person is available throughout the check-in process.

xv. MEDIA COVERAGE

If you are expecting print or news coverage at any of your events in the casino or outside the convention center area, you must inform your Convention Services Manager to gain approval from the Caesars Entertainment Public Relations Department. Security will prohibit access to any media unless prior arrangements have been made.

Please provide an outline of media coverage to include:

- Type of media attending
- Names of local stations
- Date, time and location of event to be covered
- Name and phone number of your organization's Public Relations Manager
- Names of celebrities or speakers that may draw media attention
- Outline of any event or circumstances surrounding your group that may draw media attention, such as picketing

XVI. CREDIT PROCEDURES AND MASTER ACCOUNTS

- Direct billing privileges may be established for those accounts incurring \$10,000 or more in charges and, if a credit application is submitted to the hotel finance department no later than 30 days prior to the first arrival date. If direct billing is approved, a master account will be established.
- At least 30 days prior to your program, your CSM will draft an “Estimated Charges” worksheet for you. Once complete, the hotel finance department will work with you for all required deposits as outlined in the contract or license agreement. They will also advise you of your credit approval status.
- You will need to provide your CSM with a written authorization for any contracted vendors that will be allowed to charge services or goods to your master account, including an outline of the types of charges allowed. It is very important to advise your CSM early if all charges will not go to one master account.
- Pre-payment of 120% of estimated charges is necessary for groups with master account expenditures less than \$10,000, those not wishing to apply for hotel credit, or those not approved for hotel credit. We accept all major credit cards and/or personal or company checks. Checks will be accepted no less than 30 days prior to arrival.
- Banquet checks will require signature daily, and will be delivered to your on-site contact daily by our banquet management team.

XVII. INSURANCE REQUIREMENTS AND CONFIRMATION OF TERMS

All outside vendors must place on file with the hotel a certificate of insurance showing a minimum of \$2,000,000.00 for each occurrence. This certificate must show the following: Flamingo, Harrah's & The Quad Las Vegas, Caesars Entertainment and their subsidiaries and affiliates, and each of their officers, Directors, representative and employees are named as additional insured under above policies.

_____ agrees to carry public liability, all risk, insurance covering Flamingo, Harrah's & The Quad Las Vegas and naming Flamingo, Harrah's & The Quad Las Vegas and Harrah's Entertainment, Inc., as additional insured with terms and companies satisfactory to Flamingo, Harrah's & The Quad Las Vegas, for limits of not less than \$2,000,000.00 for bodily injury, including death, and personal injury for any one (1) occurrence, \$2,000,000.00 property damage insurance or a combined single limit of \$4,000,000.00. The additional insured certificate, which shall include a warranty that the insurance will not be diminished or terminated without providing Flamingo, Harrah's & The Quad Las Vegas with thirty (30) days prior written notice, will be provided to Flamingo, Harrah's & The Quad Las Vegas no less than ten (10) days prior to the commencement of services.

The Group's Audio/Visual, Production and/or Decorating Company shall also provide Flamingo, Harrah's & The Quad Las Vegas with evidence that it has current and valid Workmen's Compensation Insurance pursuant to Nevada law, with limits no less than \$200,000.00, within ten (10) days of the commencement of services.

For Decorating Companies — Group agrees to provide hotel with a copy of their contract with their exhibitors. Group further agrees to include a provision, which provides that their exhibitors agree to terms and conditions contained in these Policies and Procedures.

All information as stated above is subject to change at anytime without notice. It is the responsibility of the group to ensure they are in compliance with all guidelines stated. Group will be held accountable to the most recent guidelines published.