

HARD ROCK HOTEL & CASINO

PRODUCTION SERVICES POLICIES AND PROCEDURES

The Production Services Policies and Procedures are designed to ensure that The Hard Rock Hotel & Casino will deliver an exceptional guest experience and maintain a safe and pristine environment for all current and future guests.

ACCESS AND RIGHT TO ENTER

The Production Services Manager, other authorized Hard Rock employees, the Fire Marshall or government agency representatives may enter the function space at reasonable times to perform their official duties.

ADVERTISING

Hard Rock Hotel & Casino Las Vegas retains exclusive rights to all display advertising within the function space and all other space on Hard Rock property. Meeting Groups may not advertise within the function space, nor represent to any third party that it may advertise within the function space or on Hard Rock property, and may not place any signage or banners in the function space or on Hard Rock property without prior written consent from Hard Rock Hotel and Casino. In the event permission is granted for Meeting Groups to advertise within the function space or on Hard Rock property, it shall be a nonexclusive right to advertise; however signage is restricted to meeting areas and must be pre-arranged with the Production Services Manager. All policies and procedures outlined under "Banners & Signage" in this document must be strictly adhered to.

AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act (ADA) forbids discrimination against individuals with disabilities. In compliance with the ADA, Hard Rock Hotel & Casino Las Vegas provides for reasonable accommodations to allow physically challenged individuals to participate in all activities. Accessible sleeping rooms, wheelchairs, and TDD kits are available. Specific facility questions can be directed towards your Production Services Manager.

ANIMALS

No exotic, wild or non-domesticated animals may be brought onto the premises.

Permission for any domesticated animals (cats, dogs, etc) to appear as part of a performance or exhibit booth must first be approved by the Exhibit Manager, Meeting Planner and then the Production Services Manager and/or Production Services Director. Additional insurance may be required. The following criteria must be met before allowing a domesticated animal on property is considered:

- The animal must have something to do with the show or booth. (i.e., dog used in a commercial, films, etc.).
- A separate certificate of insurance in the amount of \$1 million combined single limit bodily injury and broad form property damage coverage, including broad form contractual liability, naming HARD ROCK HOLDINGS, LLC, its subsidiaries and affiliates as additional insured's.
- Animals may not remain in the building overnight.

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- A trainer must accompany the animals at all times.

The use of birds requires special consent by Hard Rock Hotel & Casino Las Vegas management based on the type of show the bird is featured in.

Seeing eye/assistance animals are permitted.

AUDIO VISUAL

Hard Rock Hotel & Casino Las Vegas has an in-house full service Production Services Department to accommodate audio-visual and technical requests associated with Production, exhibit or catered functions. Hard Rock Hotel & Casino has the exclusive right to provide all audio visual equipment associated with meetings, breakouts, exhibits and special events.

A Production Services Manager will be assigned to facilitate all audio-visual and production elements, including labor and equipment services, associated with business meetings, exhibits, and corporate events. The Production Services Manager will also determine if sub contracted services become necessary.

All audio visual equipment associated with meetings and breakouts are to be handled by the Hard Rock Hotel & Casino Las Vegas Production Services Department. In the case where a group is requesting to bring in their own portable equipment, a 20% accommodation daily fee for the equipment and services will apply. A list of all equipment to be provided by the client must be presented to the Production Services Manager two (2) weeks prior to group arrival. The accommodation fee will be based upon the Hard Rock Production Services retail rate for equipment provided by the group.

All rigging within the Production area is performed by Hard Rock Hotel & Casino Las Vegas Production Services Department.

All wireless R.F. systems to be used will require prior authorization from the Hard Rock Hotel & Casino Las Vegas Production Services Department to avoid having frequency interruptions with Hard Rock Hotel & Casino Las Vegas operations.

BALLOONS

The usage of balloons must be approved by the Production Services Manager or Catering Sales Manager. The following guidelines must also be followed at all times:

- The use of helium balloons smaller than 18 inches is prohibited. Smaller air-filled balloons may be used for decoration and/or handouts.
- Large helium-filled balloons, such as advertising balloons, may be used only if they are securely anchored. No helium balloons or blimps may be flown around the ballrooms.
- The use of Mylar balloons is prohibited.
- Helium gas cylinders for refilling must be secured in an upright position on safety stands with the regulators and gauges protected from damage. Overnight storage of helium or compressed air cylinders is prohibited in the building.

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- Balloons must be removed from the property by the company who provided them. Hard Rock staff is not responsible for removing balloons. A labor charge of \$60.00 per hour will be assessed if balloon removal is required.
- Balloons will not be released outside due to airport flight patterns in the area.

BANNERS/SIGNS & EASELS

Hard Rock Hotel & Casino Las Vegas can assist in hanging banners or signs in any public meeting rooms within the facility. The rules regarding signage and easels are as follows:

- Group signage and easels are not permitted in the casino, hotel lobbies, elevator banks, or in any hallways in Hard Rock tower.
- Only Hard Rock Hotel & Casino Las Vegas easels are permitted in the public meeting areas. Groups are not permitted to bring in their own easels.
- Easels will be limited to one (1) outside of each meeting room.
- Easels for exhibitors in trade shows must be obtained from the exhibit service company.
- All signage must be professionally made and meet the requirements of Hotel Management. Hard Rock Hotel & Casino Las Vegas is not responsible for signage or promotional materials left inside or outside of meeting rooms after functions have concluded.
- Handwritten signs are not permitted.
- Signs or banners may not be taped, stapled, nailed, tacked, or otherwise affixed to any Hard Rock doors, walls, columns, or other parts of the building or furnishings.
- All signage, banners, etc. that will be hung from the ceiling in the Production area must be hung from existing structures. Load is not to exceed 75 lbs. per running foot. Signage or banners may not be attached to the air walls in the ballrooms at any time.
- All hanging signs must be approved by Hard Rock Hotel and Casino. The hotel reserves the right to refuse signage that does not meet the minimum requirements as set forth in these policies. All signage must be described in detail, in writing and submitted to your Production Services Manager at least one (1) week prior to arrival.
- Any and all signs, banners, etc. that need to be hung in the Production area must be done by Hard Rock Hotel & Casino Las Vegas Production Services. Depending on size, a minimum \$75 per banner charge will be applied to the group master account. Larger signs that require additional rigging hardware, scissor lifts and personnel to hang signage and/or scenic components will be charged per man hour and for the use of hardware materials.
- Signage on easels should be 22" X 28".
- Hard Rock Hotel & Casino Las Vegas provides adequate directional signage to the meeting facilities. Additional directional signage must be approved by Hard Rock Hotel and Casino.

BROADCAST

The video and audio recording of meetings and events requires prior approval. The use of the in-house audio and video connecting patch systems must be coordinated through the Production Services Department. Charges vary depending on the number of

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patching points required. Please contact your Production Services Manager, if this should be a meeting need.

CABLES AND WIRES

In the event electrical power drops, television cables, telephone cords or other such cables and wires must be laid on the floor, or in public traffic areas, appropriate cable bridges and/or low adhesive tape must be utilized.

All 110 volt extension cords shall be three-wire (grounded), #14 or larger AWG, copper wire. Exhibitors and scenic companies are not permitted to make their own electrical connections and supply cabling where devices draw more than 500 watts or 5 amps.

Connectors must not be supported by cords. Two wire, "Zip Cords" are not permitted other than factory installed appliance connectors; these may not exceed six (6) feet in length and must be UL approved.

Cube tape adaptors are prohibited. Multi-plug adapters must be UL approved and have built-in overload protection. Connectors must not be used to exceed their listed ampere rating. All temporary electrical wiring must be accessible and free from debris and storage materials.

CARPET INSTALLATION

Only a low adhesive tape is permitted on Hard Rock's carpet. Gray duct tape, electrical tape and foam adhesive tapes are not permitted. Exhibitors and Scenic companies are responsible for the complete removal of all tape used on floor ways and other areas. A clean up fee of \$60.00 per man hour will be applied.

Decorator carpet may be installed only as follows:

- Visqueen is to be laid directly over Hard Rock carpet and secured with a low adhesive tape.
- Decorator carpet may then be laid over Visqueen with tape securing the carpet to the Visqueen.

CONCRETE/ASPHALT ANCHORING

Drilling and anchoring in concrete is prohibited. Drilling in any other surface inside or outside must be approved by the Hard Rock Hotel & Casino Las Vegas Production Services Department and Production Services Manager.

CONFETTI

Hard Rock Hotel & Casino Las Vegas does permit the use of confetti in the meeting/ballroom space, but the meeting group is required to pay an hourly fee associated with clean-up. The clean-up fee is \$60.00 per man hour.

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DAMAGE TO PROPERTY

Suites:

All suites utilized for group purposes will require a pre and post inspection with you and your Production Services or Catering Manager. Damage due to the group's usage will be recorded. All labor and materials will be reviewed with the Group and billed at cost. Full payment is required within thirty (30) days of the billing date.

Common area:

The Group will bear the liability for damage other than normal wear and tear to the Function Space or any other real or personal property of Hard Rock caused by the act or omission of the Group's agents, employees, members, attendees, contractors, volunteers, or performers. Any damage due to the group's usage will be recorded and repaired. The group will be billed at cost. Full payment is required within thirty (30) days of the billing.

ELECTRICAL

Hard Rock Hotel & Casino Las Vegas is the exclusive in-house electrical provider. All electrical requests will be handled through the Hard Rock Hotel & Casino Las Vegas Production Services Department.

All electrical power and distribution equipment is billed on a daily basis, unless otherwise specified, usage of electricity will be charged at the following daily rates.

10 Amp Power Drop	\$ 30.00
20 Amp 1 Phase	\$ 50.00
30 Amp 3 Phase	\$ 300.00
100 Amp 3 Phase	\$ 700.00
200 Amp 3 Phase	\$1,200.00
400 Amp 3 Phase	\$2,400.00

EMERGENCY EQUIPMENT AND PROCEDURES

Hard Rock Hotel & Casino Las Vegas is equipped with an alarm system and sprinkler system that activates by heat sensitive devices and smoke detectors in the ventilation system. Fire extinguishers and other emergency equipment are strategically located in all areas of the property. The Hard Rock Hotel & Casino Las Vegas Security and Engineering Departments continually monitor all building systems throughout the facility.

Procedures for handling emergency situations at Hard Rock Hotel & Casino Las Vegas have been established to ensure the safety of endangered persons.

The Hard Rock Hotel & Casino Las Vegas staff is fully trained to handle emergency situations. Our Security office is operational 24 hours a day and becomes the communications center and command post in the event of an emergency. The Production Services staff is responsible for keeping meeting groups informed during emergency situations.

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All fire extinguishers and fire hose cabinets must be kept clear, accessible, and remain free of obstruction at all times. The fire hose cabinets, fire extinguishers and permanent fixtures of the facility cannot be moved.

Hard Rock Hotel & Casino Las Vegas also has a canine team on-site that routinely inspects the meeting rooms and ballrooms. This canine team will also assist in "sweeping" general session and exhibit halls prior to opening to the public.

ENGINEERING DEPARTMENT

The Hard Rock Hotel & Casino Las Vegas Engineering Department ensures that all crucial building systems are working properly. They rely on the Production Service Manager for all event information to maintain all facility functions. Therefore, information such as event hours, HVAC requirements, floor plans, and schedules of events are critical to the operations of this department.

EXCLUSIVE SERVICES

- All audio visual equipment associated with meetings, breakouts, exhibits and special events
- All connections to the buildings power sources
- All ceiling hanging (structural steel or permanent rigging points)
- All connections to house sound systems
- Operation of all existing in-house systems in Joint, Body English, Wasted Space, Pool
- All Security
- All Exhibit cleaning services
- All Food and Beverage

These services are not complimentary and will be billed accordingly.

EXHIBITS/SPECIAL REQUIREMENTS

One month prior to the show, the Group's exposition/exhibit company is required to submit floor plans of the proposed exhibit layout to the Clark County Fire Department for approval. A Fire Marshal's signed and approved copy must be forwarded to the Production Services Manager no later than three (3) weeks prior to the exhibit move-in. If permits are not obtained, the event will not take place.

All fire exits must be kept clean and unobstructed. In addition, all aisles and exits shown on the approved plan must be kept clean and clear to include booth signs and posters.

All decorations, drapes, banners and decorative materials shall be flame retardant to the satisfaction of the Clark County Fire Marshal. Canvas, cloth, cardboard, leaves, or any combustible material shall be completely flame retardant. A full list of prohibited items can be obtained upon request. All material must be accompanied by an official flame retardant certificate and provided to the Director of Production Services prior to move in.

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All labor or purchases required to bring the work up to code will be the Group's responsibility. Non-compliance with any Clark County Fire requirement will result in the cancellation of the event by Hard Rock without liability to Hard Rock.

All internal combustion engine driven vehicles or equipment displayed in the hall must have fuel filler caps locked or taped, batteries disconnected, and fuel tanks almost empty. A non-flammable drop cloth must be placed under the engine.

When pyrotechnic displays are used, a permit from the Clark County Fire Department is required. A copy of this permit must be given to the Production Services Manager and Production Services Director prior to the function. A certified operator must be present to execute the firing of any pyrotechnics. A copy of the operator's certificate must be given to the Production Services Manager prior to the show.

The Hard Rock Hotel & Casino Las Vegas Production Services Department does not handle or move freight. An exhibit/exposition company must be contracted to handle all freight associated with a trade/exhibit show. Small packages and/or items weighing less than 100 pounds can be handled through the Hard Rock Hotel & Casino Las Vegas Business Services Center.

All packing containers, wrapping materials and display materials must be removed by the exhibition company and placed in storage. Any loose items not secured in storage will be removed as trash.

Hard Rock Hotel & Casino Las Vegas provides exhibit cleaning services. Booth cleaning arrangements must be made with the Production Services Manager. Cleaning services will be billed based upon square footage of exhibit space utilized. (.30/sq ft with minimum 100sq ft) Porter service available for 90.00/porter/day

All freight, box containers and equipment will be inspected by Hard Rock Hotel & Casino Security at all loading docks and staging areas prior to moving into the property.

Cooking within exhibit booths will be permitted only with the approval of the Clark County Fire Department and the Hard Rock Hotel & Casino Las Vegas Catering Department. A permit from the Clark County Fire Department is required if cooking will be performed. A copy of the Itinerant Food Permit Application can be obtained from the Production Services Manager. Clark County codes require hoods for venting and are very precise in their other requirements. Please see below:

- All potentially hazardous foods (meats, dairy products, poultry, etc.) must be maintained at proper temperatures: 45° F or colder or 140° F or hotter. Poultry products must be cooked to at least 165° F. Stem thermometers must be available to monitor food temperature.
- Adequate refrigeration must be available for proper food storage.
- Samples must be protected from contamination by sneeze guards, domes or covers. Suitable utensils or individual portions must be provided.
- Single service gloves or suitable utensils must be provided for handling of all ready to eat food.
- A bucket of sanitizer must be provided at each booth. The water must be changed periodically. The sanitizing solution must be made by mixing 1 ½ teaspoons of bleach to each gallon of cool water.
- No smoking or eating is permitted in any booth preparing or serving food.
- A fire extinguisher must be provided in any area using canned heat, gas or fire.

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- Adequate extension cords must be available and stored to prevent electrical shock or a tripping hazard.
- All food must be stored off of the floor.

The Hard Rock Hotel & Casino Las Vegas Catering Department may add "corkage" fees to the event.

The convention group agrees to provide Hard Rock with a copy of their contract with their exhibitors. It is the Group's responsibility to provide their exhibitors with the terms and conditions contained in this document.

Thirty (30) days prior to the event, the Production Services Manager will contact your exposition company to review and confirm the move-in and move out times and dates. Both movements will occur between 6 am and midnight, unless alternate arrangements have been approved by your Production Services manager.

FIRE PREVENTION REGULATIONS

One month prior to the event, the meeting group's exposition/production company is required to submit floor plans of the proposed event to the Clark County Fire Department, Fire Prevention Bureau for approval. A Fire Marshal approved copy must be forwarded to the Production Services Manager no later than three weeks prior to the exhibit/production move-in.

In addition to the exhibit floor plans noted above, Fire Marshal approved plans are also required for all meetings or catered events of 300 persons or more. Approval of the plans will be charged by the Clark County Fire Department as follows:

- Plans submitted within 30 days of the event are subject to a \$120 per plan fee.
- Revisions to previously submitted plans within 30 days of the event are subject to an additional \$200 per plan fee.

The following must be shown on the diagram for the event:

- Scaled to a minimum of 1/20".
- Dimensions and square footage of the entire area.
- Size, location, and construction of booths or any object taking up floor space in the room.
- Table and chair location.
- Width of all aisles.
- Location and width of all fire exits.
- Location of all fire extinguishers and fire hose cabinets.
- Name and contact person and phone number.
- Move-In and Move-Out dates.
- Room name.
- Name of Hotel/Group.
- Occupancy.

Required fire exits may not be blocked, or used for moving exhibit material in or out, or used as storage areas. In cases where doorways are not being used, and drapery or scenic flats block the doorway, the exit sign is to be covered. This requires approval from

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the Hard Rock Hotel & Casino Las Vegas Production Services Department and Clark County Fire department.

All remaining exits must be kept clean and unobstructed.

Aisles and exits as designated on approved show plans shall be kept clean, clear and free of obstructions. Booth construction shall be substantial and fixed in position in specified areas for the duration of the show. Easels, signs, etc. shall not be placed beyond booth areas into the aisles.

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 Clark County Fire Marshal. Canvas, cloth, cardboard, leaves, or similar combustible materials shall be completely flame retardant. Oilcloth, tarpaper, sisal paper, nylon, orlon and certain other plastic materials cannot be made flame retardant and their use is prohibited. ALL MATERIAL MUST BE ACCOMPANIED BY AN OFFICIAL FLAME RETARDANT CERTIFICATE AND PROVIDED TO THE DIRECTOR OF EVENT PRODUCTION SERVICES PRIOR TO MOVE IN.

If substitutions of original materials must be made, such labor and materials as are required to bring the work up to code standard shall be provided by the meeting group at no additional expense to Hard Rock. In the event the meeting group is unable to comply with these requirements, said convention shall be canceled by Hard Rock without liability to Hard Rock Hotel & Casino Las Vegas.

During set-up and move-out of trade shows, we will require establishment and maintenance of designated "No Freight" aisles. These aisles **must** be clear at all times.

Fire extinguishers, fire hose cabinets and sprinkler closets must be visible and accessible at all times. Fire extinguishers may be blocked only if approved by the Fire Marshal and temporary extinguishers are supplied in the same area and are clearly visible.

Compressed gas cylinders are prohibited unless approved by the Fire Marshal; if approved, cylinders must be secured in an upright position.

No open flame candles, torches, etc shall be permitted without approval of the Hard Rock Hotel & Casino Las Vegas Production Services Department and the Clark County Fire Department. A copy of the permit must be furnished to the Hard Rock Hotel & Casino Las Vegas Production Services Department.

Fire-eaters/jugglers and Magicians who perform using flammable substances are to be licensed, insured, and have a permit from the Clark County Fire Department. A copy of the permit must be furnished to the Hard Rock Hotel & Casino Las Vegas Production Services Department.

All 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. The doorway vestibules are not to be used as temporary storage. This includes brooms, trash bins and vacuum cleaners.

Combustible materials must not be displayed at any time.

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Regulations of the Clark County Fire Department, Fire Prevention Bureau must be observed in their entirety.

FLOOR LOAD LIMITS

The following floor load limits must be strictly adhered to for the safety of all staff and Production attendees:

Ballrooms	150 pounds per square foot live load
North Tower meeting rooms	100 pounds per square foot

FOOD AND BEVERAGE

Hard Rock Hotel & Casino Las Vegas is the sole provider of all food and beverages served in the banquet facilities. In compliance with Nevada Liquor Laws, Hard Rock is the only authorized licensee able to sell and serve liquor, beer and wine on premises. Full Catering Policies and Procedures may be obtained from your catering or convention services manager.

FORKLIFT AND SCISSOR LIFTS

All forklifts and scissor lifts must come equipped with no-mar tires and a fire extinguisher. Any forklift used inside the building must be powered by either propane or electricity. Gasoline powered lifts are not permitted under any circumstance. Hard Rock Hotel & Casino Las Vegas does not loan or provide motorized forklifts, genie booms, lifting devices, tools, ladders, etc for outside contractors. These must be obtained from a Hard Rock Hotel & Casino Las Vegas approved vendor. Interior storage or charging of motorized lifts is prohibited.

All fork lift operators are to be certified in compliance with OSHA regulations. Boom operators must also wear the appropriate fall protection equipment at all times.

The drop off and storage of fork lifts, scissor lifts and other mechanical equipment is located at the ballroom loading dock.

HANGING/RIGGING

All rigging within the Production area is performed by Hard Rock Hotel & Casino Las Vegas Production Services Department. Hanging points and reflected ceiling plans can be provided upon request by the Hard Rock Hotel & Casino Las Vegas Production Services Department. Rig points will be billed as follows.

Rig Points	\$	100.00
1 Ton Motor	\$	150.00
1/2 Ton Motor	\$	150.00
Motor Control	\$	100.00

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HAZARDOUS MATERIALS

All parties affiliated with your event are prohibited from possessing, storing, or bringing onto the property materials that constitute hazardous materials (as defined by federal, state and local law) unless the hazardous materials are possessed and used in compliance with all federal, state and local laws. The meeting group will indemnify Hard Rock Hotel & Casino Las Vegas for any possession, storage, transportation and use of such hazardous material for any reason whatsoever.

HIGH SPEED INTERNET SERVICE

Each individual meeting room throughout the facility is equipped with high speed internet portals. The Hard Rock Hotel & Casino Las Vegas Production Services Department is responsible for the installation and maintenance of this system. All requests for high speed internet service should be directed to the Production Services Manager, Catering or Convention Services Manager.

HOSPITALITY SUITES

The following policies must be strictly adhered to in order for the enjoyment and comfort of all of our guests.

- Events in hospitality suites must not be scheduled before 9:00am or after 11:00pm. Any noise from music or entertainment must be kept to a level that cannot be heard outside of the suite.
- Clark County Fire Department regulations do not permit easels and signage in guestroom hallways.
- Should you require easels for signage displays *inside* your room, please contact your Production Services Manager for rental information.
- The taping, tacking, or otherwise affixing of any materials to walls, floors or ceilings is not permitted.
- The removal or relocation of furniture and fixtures inside the suite will be billed to the group master account starting at 150.00 per room.
- All Food & Beverage requirements within suites must be coordinated through the Hard Rock Hotel & Casino Las Vegas Catering & Sales Department.
- Suite numbers are available on the day of check-in. You may inform guests that they can call Hard Rock operator on the day of the function to ascertain the suite number of the event. Suite numbers will not be issued in advance.
- Hard Rock Hotel & Casino Las Vegas encourages the use of suites for entertaining; however they are not designed for exhibit or display purposes. Machinery may not be exhibited in the suites. Freight, oversized boxes or crates may not be brought up to the guestroom floors.
- All known hospitality suites need to be arranged through the Catering & Sales Department. They will ensure Hard Rock operators are aware of the suite.

INSURANCE

As agreed upon in the Hard Rock Hotel & Casino Las Vegas Production Sales contract, all meeting groups are required to carry and maintain the following insurance policies:

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- **General Liability Insurance** – Bodily injury and property damage of \$3,000,000 combined single limit.
- **Automotive Liability Insurance** - \$1,000,000 combined single limit.
- **Workers Compensation Insurance** – Statutory coverage for each state in which operations are performed.
- **Employer's Liability Insurance** - \$1,000,000 per occurrence.

Group shall maintain at a minimum, as long as this Agreement is in effect, at Group's expense, insurance policies of the kind and with limits listed below. Group will provide Certificates of Insurance evidencing such coverage to Hard Rock. Group will include **HARD ROCK HOLDINGS, LLC** and its parent companies and subsidiaries and their respective directors, officers and employees as additional insured. Each Certificate of Insurance also shall provide that coverage afforded under the required policies will not be cancelled or not renewed without at least thirty (30) days prior written notice to Hard Rock.

No later than fourteen (14) calendar days prior to the commencement of the Group's function, the Group shall deliver such certificates of insurance to Hard Rock Hotel & Casino Las Vegas – Production Service Manager, 4455 Paradise Road Las Vegas NV 89169.

The consent of Hard Rock to the insurance and limits insured, as shown herein, shall not be considered as a limitation of Meeting Group's liability under the Agreement or an agreement by Hotel to assume liability in excess of said amounts or for risks not insured against.

LASERS

The use of lasers is permitted within the Production areas of Hard Rock Hotel & Casino Las Vegas as long as the production companies submit a valid copy of the CDRH variance, an insurance bond for \$2 million listing **HARD ROCK HOLDINGS, LLC** as additional insured, and a laser operators license. The Laser vendor must notify the Clark County Fire Department regarding the laser usage, and the specifics related to it. The vendor must also supply copies of all licenses and certifications to the Clark County Fire Department.

The use of water cooled lasers is not permitted due to Nevada drought regulations. YAG or other non water cooled lasers are preferred. Electrical connectivity required to power laser equipment is provided by the Production Services Department.

LIGHTING

Existing in-house architectural lighting (chandeliers and down lights) are provided without charge. Additional lighting requirements that would require hanging fixtures for the purpose of lighting banners, scenery, cars, and pin spotting tables and centerpieces are available at an additional charge and must be reviewed with our Production Services Department. The following charges apply to additional lighting fixtures:

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LOAD-IN DOORS/FREIGHT DOORS

All load-in/load-out of exhibit materials and production equipment must take place through the Production load-in doors located at the Ballroom loading dock or at The Joint loading dock for events in the Joint. The exterior door has dimensions of 8'-0" x 10'-0". The interior doors leading into both the ballrooms have dimensions of 8'-0" x 8'-0". The hallway ceiling height in the staging area hallway is 10'-0".

The Production load-in/out ramp area dimensions are 25'-0" x 60'-0". The ramp is designed to accommodate one (1) truck.

No trucks will be permitted to park on the ramp for periods longer than it takes to off load and load.

OVERSIZED PARKING

There is no on site parking provided for trucks and trailers. Vendors, freight companies and tour busses are to plan for parking off site. Your Production Services Manager can provide information on possible locations

MEDIA COVERAGE/VIDEO SHOTS

Any group expecting print or news media coverage at any of their events must inform the Production Services Manager and Public Relations Department. Hard Rock Security will prohibit access to any media unless prior arrangements have been made. Meeting groups must provide an outline of media coverage to include:

- Type of media attending events.
- Names and contacts of local or other stations.
- Date, time, and location of event to be covered.
- Name and phone number of meeting groups Public Relations Manager.
- Names of celebrities or speakers that may draw media attention.

Filming any part or portion of Hard Rock Hotel & Casino Las Vegas requires pre-approval by our Public Relations Department. Please send the Production Service Manager a written outline of dates, times and locations where filming is requested to take place. These requests to film must be received at least two (2) weeks in advance. If a location agreement is required by the filming company then said location agreements must be submitted to the Hard Rock Hotel & casino Marketing Department at least two (2) weeks in advance.

MEETING ROOM KEYS

Hard Rock Hotel & Casino Las Vegas has a Saflox soft key system in the Production area. All external meeting room and ballroom doors are controlled with electronic locking mechanisms. Meeting groups can request to have keys "cut" for their specific meeting rooms. These keys can be programmed to start at a specified time, and end at a specified time. The locking mechanisms can be restricted so only the meeting planner and security have keys to the room, or they can be general access keys in which the appropriate Hard Rock Hotel & Casino Las Vegas staffs (Production Services, Banquet

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Set-Up, Audio Visual, etc.) have keys that can access the room. Please check with Production Services for more information.

NEVADA ADMINISTRATIVE CODE

The Nevada Administrative Code (NAC) 372.180 states that the promoter or organizer of an event allowing any retail sales on the show floor has the responsibility to collect and remit the taxes for their respective event.

When a convention is booked, the promoter of the event is to contact Tony Zeppieri (702-486-2313) of the Nevada Department of Taxation to get a "One Time Sellers Permit" for their event. This is a master document that covers all vendors at that convention. A copy of this permit must be provided to Hard Rock Hotel & Casino prior to the event to be held on file.

If the promoter or their vendors are already registered with the State, then Hard Rock Hotel & Casino must receive a copy of the "Nevada Resale Permit" from the promoter or vendor prior to the event load in.

NOISE LEVELS

Hard Rock Hotel & Casino Las Vegas retains the right to regulate the volume of any sound, whether it be music, voice, special or artificial effects to the extent the same interferes with other groups within the building or is determined to be offensive in any way.

PRE AND POST PRODUCTION MEETINGS

Hard Rock Hotel & Casino Las Vegas recommends a pre-convention meeting with the meeting group's primary planner and the key Hard Rock personnel one to two days prior to the beginning of the event. In this meeting, the group resume will be reviewed, along with all of the meeting and banquet event orders. It will also serve as a forum for the meeting planner to meet the various department heads and managers responsible for executing their program.

PUBLIC PARKING AREAS

The use of any of the public parking areas for Production/Group related displays or advertisement must have the prior approval from the Hard Rock Hotel & Casino Las Vegas. Vehicle storage is prohibited in any area outside of the Hard Rock Hotel & Casino Las Vegas Self Park area. The clearance height of the Hard Rock Hotel & Casino Las Vegas Hard Rock Self Park area is 7'.

PYROTECHNICS/THEATRICAL SMOKE

Pyrotechnics for special events may be permitted with the approval of the Clark County Fire Department and Hard Rock Hotel & Casino Las Vegas Production Services Department. Approval must first be obtained through the Hard Rock Hotel & Casino Las Vegas Production Services Department. Approval from the Clark County Fire Department

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can then be obtained by submitting a written plan of operations within sixty (60) days of the scheduled event date. Please contact the Fire Inspector directly via e-mail, telephone, or fax:

Clark County Fire Department
Fire Prevention Bureau
575 East Flamingo Road
Las Vegas, NV 89119
Telephone: 702-455-7316
Fax: 702-455-7347

Upon written approval from the Clark County Fire Department, please forward the plan to your Production Service Manager, Catering Manager or Convention Services Manager within thirty (30) days of the scheduled event. The Hard Rock Hotel & Casino Las Vegas Production Services Department MUST have at least 72 hours of notice to make the proper arrangements with Fire Command and Security.

The Clark County Fire Department requires that an Engineering Life Safety representative be on site at all times when the Fire Alert System is disabled for pyrotechnics, theatrical smoke, or any other special effect. It is mandatory that a fire watch be present in the affected areas. The charge associated with the fire watch and the Engineering Life Safety representative being present is charged directly to the meeting group.

If pyrotechnics are to be used, the Insurance Certificate provided by the meeting group must specifically state that the use of pyrotechnics is covered by the insurance policy.

READER BOARDS

Hard Rock Hotel & Casino Las Vegas provides complimentary posting of meeting information on our Event Directories located throughout the meeting areas and on individual flat screen monitors outside of meeting rooms.

SECURITY

The Hard Rock Hotel & Casino Las Vegas Security Department maintains 24-hour security and surveillance over the interior/exterior of the building, and all life safety and equipment systems. The Hard Rock Hotel & Casino Las Vegas Security Department requires that incident reports be completed in all cases of personal injury, theft, vandalism, etc. Instances like this should be reported immediately so the proper investigations and follow-up can be initiated.

The Hard Rock Hotel & Casino has the exclusive right to provide all security services associated with all meetings, breakouts, special events, and exhibits

Firearms are prohibited on the Hard Rock Hotel & Casino Las Vegas premises. If an event requires armed guards, a written request must be submitted to Hard Rock Hotel & Casino Las Vegas Security and Production Services Departments and approval must be granted at least 14 days prior to the event.

HARD ROCK HOTEL & CASINO

PRODUCTION SERVICES POLICIES AND PROCEDURES

SHIPPING AND RECEIVING/PACKAGES

In addition to the standard courier fees (FedEx, UPS, DHL) there will be a handling charge for incoming and outgoing packages. The cost will be based on weight and size. Boxes over 100 pounds, must be approved by your Production Services Manager, Catering Manager or Convention Services Manager prior to sending. Please address all incoming packages to:

Name of Hotel Guest or Meeting Planner
Hard Rock Hotel & Casino Las Vegas
4455 Paradise Road
Las Vegas, NV 89169
Function or Group Name

The price for inbound and outbound handling is:

\$10.00	0-15 lbs
\$15.00	16-30 lbs.
\$20.00	31-50 lbs.
\$25.00	51-70 lbs.

Please contact your Production Services Manager for more information. Prices are subject to change.

Due to limited storage space; freight will be accepted 3 days prior to the show. All shipments need to be coordinated with your Production Services Manger, Catering Manager, or Convention Services Manager prior to shipping. Hard Rock will not accept any of the following:

- 1.) Collect Shipments
- 2.) Shipments which require a forklift to unload
- 3.) Shipments consigned to an exhibitor in a trade show booth. These shipments will be consigned to the decorator handling the show.
- 4.) Cadavers
- 5.) Weapons or explosive materials

SHOW MOVE-IN/MOVE-OUT

Thirty (30) days prior to a show, the Production Services Manager will contact event/meeting planner to review and confirm the move-in and move-out times and dates.

A Hard Rock Hotel & Casino Production supervisor will be assigned to each event load in and load out.

A Hard Rock Hotel & Casino Las Vegas facility supervisor will be assigned to monitor the actual move-in and move-out of exhibits. This person will monitor such areas as the loading dock, service corridors, elevators, and meeting rooms. The cost for the floor supervisor will be \$75.00 per hour.

Move-In/Move-Out times for exhibits are 6:00am – Midnight. Any exceptions to this time frame must be approved by the Production Service Manager. Prior to each move-in, a

HARD ROCK HOTEL & CASINO PRODUCTION SERVICES POLICIES AND PROCEDURES

group representative, and Hard Rock representative will walk the area. This is for all areas the group will be utilizing – to include ballrooms, meeting rooms, corridors, elevators, loading docks, hallways, stages, etc. At this time, the general cleanliness and any damage will be noted. Repairs will also be scheduled promptly.

All trucks, cranes, and heavy equipment entering Hard Rock Hotel & Casino Las Vegas must do so through the ballroom loading dock. Drivers must stop at the Security checkpoint, and confirm their arrival. Once on the property and in the Production load-in area, vehicles are not to be left unattended. Hard Rock Hotel & Casino Las Vegas has limited staging space, and permission to stage trucks must be granted by either Catering & Convention Services or Production Services. It is the responsibility of the exhibit/production company to notify Hard Rock Hotel & Casino Las Vegas personnel when deliveries are scheduled.

Prior to the show opening, a representative of the group, Hard Rock Hotel & Casino Las Vegas, and a representative of the third party responsible for setting the room will walk the floor with a copy of the Fire Marshal approved floor plan. Any violation or deviance from the floor plan will be noted, and need to be corrected prior to opening.

At the conclusion of the move-out, a representative of the group, Hard Rock Hotel & Casino Las Vegas, and a representative of the third party responsible for tearing down the room will conduct a final inspection, and compare to the pre-program inspection. Mutually agreed upon damaged caused by the group or outside third party will be recorded and submitted to the Production Service Manager who will in turn coordinate the repairs with the Facility Manager and Engineering departments. All labor and materials will be billed to the group at cost. Full payment is required within thirty (30) days of the billing date.

The group and or outside third party company hired to set up/produce the show will be responsible for leaving all areas in the same condition as they were prior to the show.

Doorway entries are required to be carpeted.

No trucks, cases, or equipment shall be stored on property without prior approval from a Hard Rock Hotel & Casino Las Vegas representative.

An entire list of requirements including forklift procedures, cleaning responsibilities, booth construction, freight storage and Hard Rock conduct policies will be given to the exposition company.

SMOKING

Pursuant with the Nevada Indoor Clean Air Act of 2006 smoking is NOT permitted by guests of the hotel in the meeting rooms.

A NO-SMOKING policy will be in effect during all setup and tear down times. It is the responsibility of the exposition/production company to enforce this policy with their personnel.

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STRUCTURAL HANG POINTS

The Hard Rock Hotel & Casino Las Vegas Production Services Department can provide reflected ceiling plans upon request that show all detailed points.

TELEPHONES

Hard Rock Hotel & Casino Las Vegas offers a full compliment of single line telephones, multi-line telephones, speakerphones, modem lines, and fax lines for groups to utilize. All telecommunication services are supported by the Hard Rock Hotel & Casino Las Vegas Production Services Department. Please contact your Production Services Manager, Catering Manager or Convention Services Manager for more information.

TENTS/CANOPIES/TEMPORARY STRUCTURES

All tents, canopies, temporary membrane structures, grandstands, and bleachers require special use permits and must be approved by both the Clark County Fire Department and the Hard Rock Hotel & Casino Las Vegas Production Services Departments. Copies of all permits must be on file with both prior to move in.

OUTSIDE CONTRACTORS

It is the responsibility of the meeting group to ensure all outside contractors receive a copy of the Hard Rock Hotel & Casino Las Vegas Meeting Planners Guide and that they adhere to all policies and procedures noted within.

The meeting group is required to inform the Production Services Manager of all companies that are authorized to bid on outsourced services for the event. This will ensure Hard Rock Hotel & Casino Las Vegas does not give out information to unauthorized sources. Outside contractors include all audio-visual, production, security, ground transportation, destination management companies and general service contractors.

All outside companies contracted by the meeting group to perform services on Hard Rock property are required to sign an Indemnification Agreement and provide proof of insurance as required by Hard Rock. No exceptions will be granted unless the meeting group has specifically named the contractor as insured under their general insurance policy.

Outside contractors and meeting group employees are prohibited from eating in the Hard Rock Hotel & Casino Las Vegas employee cafeteria.

Outside contractors are responsible for providing all of their employees with identification badges that must be worn at all times while on property. The Hard Rock Hotel & Casino Las Vegas Production Services and Security Departments will work in conjunction with all outside contractors to enforce this policy.

All outside contractors are responsible for following all OSHA regulations while at Hard Rock Hotel & Casino Las Vegas – specifically regulations regarding proper work clothes, shoes, tools, and fall arrest equipment. Mechanical equipment, such as scissor lifts and

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PRODUCTION SERVICES POLICIES AND PROCEDURES

forklifts, are too be operated by qualified personnel only. OSHA requires that only certified drivers operate lift trucks. This policy will be strictly enforced at Hard Rock Hotel & Casino Las Vegas.

VEHICLE EXHIBITS

In accordance with the Clark County Fire Department Uniform Fire Code of 1997, all automobile or fuel-powered vehicles displayed in the Production/meeting rooms must adhere to the following guidelines:

- Gasoline tanks must not exceed 1/8 of its capacity or 5 gallons.
- All fuel systems should be inspected for leaks.
- Vehicles or equipment should not be fueled or de-fueled within the building.
- Fuel for the vehicles must be stored outside the building.
- Batteries must be disconnected.
- All vehicles must have locking gas caps that prevent the escape of vapors.
- Ignition keys must be removed from the vehicles.
- Any and all propane tanks must be removed.
- Each vehicle must be equipped with a fire extinguisher.
- Visqueen or other protective covering must be placed under the vehicle.

The location of displayed vehicles shall not obstruct or block any exiting areas of the building. Vehicle displays/exhibits are only permitted in the Muse and Artist Ballrooms.

A floor plan for all rooms containing vehicle displays must be approved by the Clark County Fire Marshall.

Vehicles that are powered by diesel fuel will set off the smoke sensor systems. Therefore, the Hard Rock Hotel & Casino Las Vegas Entertainment Production Services Department must be given a minimum of 72 hours notice regarding the usage of diesel powered engines in order to make the proper arrangements to shut off the Fire Alert System. A permit must also be obtained from the Clark County Fire Department if diesel powered vehicles are to be used for display. A copy of this permit must also be furnished to the Hard Rock Hotel & Casino Las Vegas Production Services Department.

WALLS

Walls are to be kept free from anything being laid or placed against them. All crates and exhibit materials must be kept at a minimum of two (2) feet away from the walls. The meeting group will be charged by Hard Rock for any damages incurred by their exhibitors or Exposition Company.