

Audio Visual Services Standards

The Hilton Washington maintains full service, on-site audiovisual production operations through Presentation Services. The Hotel recognizes that certain guests/clients may request to bring in a third party supplier of audiovisual services ("Third-Party Supplier"). The Hotel and Presentation Services are able to meet any such request(s) provided the following guidelines are followed and a copy of these guidelines are signed by the guest/client and the Third-Party Supplier and provided to the Hotel at least 45 days prior to the event. These guidelines have been developed to ensure the utmost safety and care for all guests of the Hotel and the Hotel premises, and to uphold a level of service and quality that is necessary to ensure a successful event.

Please find listed below the guidelines that have been established by the Hilton Washington to ensure a successful event for your organization and also to maintain the service standards of the hotel and protect the facility from damage. Your organization will be responsible for sharing these guidelines with any third-party suppliers with whom you may contract in order to avoid any challenges they might otherwise experience while working at the Hilton Washington. After you have reviewed these guidelines, please sign the attached addendum and hold harmless agreement and return it to your Hotel service manager.

Audio/Visual Services:

Audio/Visual services are available through our on-site audiovisual company, Presentation Services. They provide complete in-house audiovisual services for this Hotel. PSAV management and staff are available during normal business hours 8am to 5pm, Monday through Friday. All other times must be arranged directly with Presentation Services.

Presentation Services also manages outside vendors providing audiovisual support service at the Hotel. In an effort to ensure proper operation and care for our facility and equipment by local and national vendors and to protect the Hotel, we have established the following conditions that must be substantiated prior to servicing this Hotel:

- All audio visual support companies shall procure and maintain at their expense a Commercial General Liability Insurance policy of \$2,000,000.00 per occurrence and Workers Compensation/Employers Liability Insurance of statutory limits, with insurance companies, and upon terms, satisfactory to the Hotel. Certificates of the issuance of each and every such policy shall be delivered to the Hotel prior to the provision of services.
- When third party vendors are utilizing more than one section of the International Ballroom, Crystal Ballroom, Exhibit Hall, or a total of 50% of the cumulative meeting space, an on-site Presentation Services Representative must be present at all times. This is to ensure our Audiovisual Service Standards are upheld. A service charge of \$600.00 per day (per 10 hour day and \$90/hour thereafter) will be assessed for said service and billed to your Master Account.
- If there is an event in the International Ballroom which requires stage curtains to be raised, lowered, etc, a stage hand technician is required to operate the in-house controls for the stage curtains. Again, rates depend on day and time – PS will inform you of the rate per hour. There is a four-hour minimum.
- A Load In / Load Out Supervisor, provided by the PSAV, will be present at all times during the outside vendors' load in and load out. The supervisor will complete a checklist to assess any damages or occurrences during this time. Plastic runners or plywood must be placed at all load in and load out entry points. If needed, plywood is available for rental from the hotel and plastic runners (visqueen) are available for purchase through Presentation Services. All forklifts/scissor lifts, if used, must be battery or propane, not gasoline. All tires must be shrink-wrapped. The hotel will not provide forklifts or personnel lifts under any circumstances.

- Load In and Load Out times must be prearranged with the Hotel's Meetings and Conventions Department. The loading dock hours are limited due to zoning restrictions, and only available by appointment.
- All third-party vendors planning to do audiovisual work within our facility must sign a Hold Harmless Agreement in order to protect the facility against claims or damages caused as a result of their work performed in the facility. (See the attachment entitled "Hold Harmless Agreement")
- All vendors working in the Hotel must assume complete responsibility for equipment loss or theft. The facility accepts no responsibility for vendors' lost or stolen property.
- All vendors working within the Hotel must properly dress (drape) all screens, carts and stands in accordance with Presentation Services' standards.
- All vendors must check in with the Hotel's Security Department to obtain a vendor identification badge. These badges must be worn at all times. All outside vendors must provide proposed room diagrams to the Meetings and Convention Manager at least 14 days in advance.
- Access to the Hotels' sound systems is prohibited. All vendors must provide their own sound system. Sound levels are to be appropriate for the contracted space and are not to interfere with activities of any other group. Actual meetings in progress take precedence over any sound check or rehearsal. Please respect any request regarding sound levels you may receive from Hotel Management. The Hotel reserves the right to immediately terminate any event in the case of inappropriate sound levels.
- If access is needed to the audio record patch boards, which are located in the Presentation Services offices, a daily fee of \$75.00 will be charged to the Third-Party Supplier or Client
- In the event a Third-Party Supplier requires Presentation Services to remove the house lighting truss, a labor fee will be charged to cover removal, restoration and refocusing. PSAV will inform you of the rate per/hr.
- In the event a Third-Party Supplier hangs their own lighting truss, the supplier needs to utilize the permanent motors owned by Presentation Services. These one ton motors rent for \$250.00 per day for the pair. In addition, a deposit of \$500.00 is required for use of power cabling, motor control cables and control pickles. This deposit will be returned upon return of said items, given that they are returned in the same condition as existed prior to the event.
- In the event a Third-Party Supplier abuses or damages items such as existing cabling, lighting, battens, trap doors in ceilings, stage curtain controls in the Ballroom, a minimum of \$500.00 will be assessed to the third party responsible.
- Storage space will be the sole responsibility of the audiovisual vendor. The Hotel will make every effort to secure space once notification is given, but is under no obligation to provide such space. If space is available, your Master Account will be billed rack rate for such space. Space being "held" and/or reserved for your meetings must be utilized for meetings or group office space. It may not be utilized as storage for a third party vendor.
- The hotel reserves the right to collect an additional deposit for any possible damage to the facility. Any charges incurred while on property will be deducted from this deposit. The vendor is completely responsible for leaving our facility in the condition as it was given to them. This includes disposal of all trash, props, cardboard, plastic, etc. Cleaning fees will be assessed should floor, wall or ceiling marks require more than traditional cleaning. Any equipment left overnight in meeting rooms must be secured/monitored by a hired outside security company. No equipment or cases are to remain in the "back of the house" areas at any time. Any empty cases are to be removed from the hotel property and brought back for load-out.
- No curtains, drapes, or decorations shall be hung in such a manner as to cover any exit signs. Adherence to all local fire codes will be the sole responsibility of the outside vendor. All cords and cables crossing doorways must be secured in a safe manner or routed away from the doorway. Artificial lighting such as lanterns and candles is prohibited. Local ordinances prohibit the use of any temporary ceiling structures (hard panel, tent, fabric, etc.) to be displayed that is not protected by an approved sprinkler system. All smoke, fog and

laser must be approved by the Meetings and Convention Department a minimum of 15 days prior to move in, and all appropriate permits must be secured.

- All additional electricity required to operate the vendor's equipment must be specified no later than 14 days prior to the event. Appropriate charges will be billed at prevailing rates. For exact electrical fees, please review the attached Electrical/Telephone Requirement Form.
- All vendors must adhere to a dress code of business attire. Business attire is defined as a collared shirt or dress shirt, dress slacks or khakis, and appropriate shoes. No tee shirts, jeans, shorts or tennis shoes are permitted at any time. All representatives of outside vendor must adhere to hotel grooming standards.
- A house light operator, provided by the hotel, must be used for operating the house lights for any event. The outside vendor must arrange this at least 14 days in advance. Appropriate labor rates will apply based on time and date of the event.
- To preserve the integrity of the infrastructure, nailing, screwing or similar actions into staging, ceilings, flooring or walls is strictly prohibited. When hanging equipment from ceilings or walls, it is mandatory that a Certified Rigger be hired and utilized by the third party audiovisual vendor. The hotel prefers that either Crewworks or Local 29 be used for rigging labor needs. Contact information can be obtained from your Convention Services manager or through Presentation Services. Schedules for set-ups and load-ins involving rigging must be submitted to your event manager at least 14 days in advance.
- If walkie-talkies or cellular phones are utilized in public areas of the hotel, an earpiece must be used at all times.
- Our associate cafeteria is for our associates only - there are no exceptions. No outside vendor is allowed to use these services.
- Outside vendors must use freight elevators. Guest elevators are not permitted for purposes of moving equipment at any time.
- The Hotel reserves the right to refuse or deny access to our property to any third party audiovisual vendor if the above terms and conditions are not met.
- All audiovisual sales incentives offered by the hotel will be extended if and only if Presentation Services or Audio-Visual Headquarters (AVHQ) is the primary audio-visual provider for the event. If Presentation Services or AVHQ is not selected as the primary audio-visual provider, all such sales incentives will become null and void, and prevailing rates will apply to any and all services provided by Presentation Services or AVHQ.

For more information, contact your Catering or Convention Services Manager, or Presentation Services. Our on-site Presentation Services office can be reached at (202) 483-3000 ext. 3996.

Addendum A
Audiovisual Service Standards

I, the undersigned, have received a copy of the Audiovisual Service Standards for outside audiovisual service vendors. I have read and understand the information contained within. I acknowledge that if Presentation Services is not used as the supplier of our audiovisual services, the charges listed in this Audiovisual Service Standards may be billed to my master account.

Client Signature

Date

Group Name

Hold Harmless Agreement

The Contractor agrees to the fullest extent permitted by law, to protect, indemnify, defend, and hold harmless The Hilton Washington, affiliated and subsidiary from all claims, damages, losses and expenses, howsoever the same may be caused reason of any suit, claim, demand, judgment or cause of action initiated by any person arising or alleged to have arisen directly or indirectly out of the performance of the work by Contractor.

The Contractor also agrees to provide a certificate of comprehensive General Liability Insurance, including Contractual Liability, Products and Completed Operations and Automobile Liability to the Facility, evidencing minimum limits of \$2,000,000 combined single limit. The Facility and its ownership is to be named as Additional Insured and the policy is to reference this Hold Harmless Agreement in the contract and specify a requirement for 30 (thirty) days notice of material change, cancellation and non-renewal.

The Contractor also agrees to provide a certificate of insurance to the Facility evidencing Worker's Compensation and Employers Liability coverage in effect for its employees.

Hilton Washington

By: _____

Its: _____

Date: _____

Contractor Name: _____

By: _____

Its: _____

Date: _____