

EVENT GUIDELINES

Thank you very much for holding your event at the Grand Hyatt Nashville. The following guidelines have been established to anticipate questions throughout the planning process and assist in creating a flawless program in Nashville.

Guest Check-in / Check-out

Check-in time is 4:00 PM. If rooms are requested prior to check-in time, early arrivals will be accommodated, as soon as rooms become available. Check-out time is 11:00 AM. Our Bell staff offers complimentary baggage storage for those guests who have checked out, but are not yet departing the hotel. Group luggage storage is available at \$7 per room (portage).

Guest Room Credit Guidelines

At check-in, any individual not using a credit card or authorized master account to guarantee payment of room, tax and incidental charges must pay all room and tax charges, plus an incidental deposit. The deposit will be \$100.00 for each night of the reservation. Should room and tax charges be pre-paid or guaranteed, only the appropriate incidental deposit will be incurred. Any unused portions of the deposit will be refunded at checkout. If a guest does not have a credit card, nor provides a cash deposit at check in, they will be prevented from posting any charges to their guest room folio, including the use of the phone, In Room Movies and access to the Refreshment Centre in the bedroom. The Group Organizer will be notified and asked if any alternative arrangements should be made.

Custom Guestroom Keys

Custom logoed room keys are available at the group's expense; fees are based on artwork and number of keys. PLI requires a minimum of 30 days to ensure timely production and delivery. Prior to ordering please your artwork proof to your Convention Services for final artwork approval. A per room fee of \$2.00, plus tax, applies.

Group Check-in

Based on the size of the group, we are pleased to offer group check-in either at the Front desk or at a satellite desk on the conference level. Additional labor fees apply for activation of satellite check-in.

Guest Room Deliveries

Guestroom deliveries will be charged \$7.00 per room. Handouts at the front desk will be charged \$4.00 per room.

Finalization of Events and Guarantees

- We require menu selections to be submitted four (4) weeks prior to the start of the program to ensure the procurement and availability of menu items.
- Signed event orders are due (10) business days prior the start of your program.
- Final guarantees are due by 11:00am Central Time, (3) business days prior to your function. If the guarantee is not received, the original expected or minimum amount will be used as the guarantee and the hotel will prepare the charges for the number of persons estimated on the contract or banquet event order.

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|----------------------------|---|-------|-----|-------|------|-----|-----|
| Event Day of Week | Mon | Tues | Wed | Thurs | Fri | Sat | Sun |
| Final Guarantee Due | Wed | Thurs | Fri | Mon | Tues | Wed | Wed |
| Time Due | Final Guarantees are due by 11:00 am CST on the due date. | | | | | | |

- Grand Hyatt Nashville will set 3% above the group's guarantee, not to exceed 30 guests.
- All food and beverage must be supplied and prepared by the Grand Hyatt Nashville Hotel. Due to state licensing laws, no outside food and beverage is permitted to be brought into the hotel.

Linen Selection

Grand Hyatt Nashville features linen-less schoolroom, round and oval tables. Our in-house complimentary dinner linen colors selection includes: Ivory and black.

Guestroom/Suite Conversions to Offices/Breakouts

In addition to the daily contracted guestroom rate or suite rate, a labor fee of \$500.00, plus tax, per guestroom/suite that is converted will be assessed for furniture removal/return, etc. For every three (3) converted guestrooms/suites, an additional guestroom is required for furniture storage. Storage rooms will be billed at the daily contracted guestroom rate or suite rate, no labor fee applies. Office/Breakout/Storage rooms are blocked according to the Hotels' published 4pm check-in/11am check-out timeframes. In order to setup the office/breakout/storage in the guestroom/suite it is required that the guestroom/suite is contracted for the night prior to the first meeting date and for the night after the last meeting date. Ask your Conference manager for additional policies and specifics.

Pre-Function Furniture

The communal furniture arrangements in the foyer areas have been purposefully designed and any movement of any furniture pieces has to be approved by the hotel and fees will apply.

Taxes and Service Charge

Food and Beverage prices are subject to a service charge and sales taxes at the prevailing rate. Current service charge is 26%, sales tax is 9.25% on food, 9.25% on alcoholic beverages (wine and liquor only), 15% additional tax applies to wine and liquor. Tax exempt organizations must furnish a Certificate of Exemption to the Events manager at least 2 weeks prior to the event.

Service

Charges

| | |
|------------------------|---|
| Bartender: | \$175.00 for 3 hours, \$50.00 for each additional hour, 1 bartender per 75 guests |
| Attendant/Chef: | \$150.00 for 2 hours, 1 attendant per 50/75 guests (depending on the station) |
| Dance Floor: | Complimentary if Hotel Audio Visual company is used |
| Stage (limited supply) | Complimentary if Hotel Audio Visual company is used |

Pool and Park Events

A set-up fee and additional food and beverage minimums apply for outdoor events. The fee ranges from \$3,000 to \$25,000 for the food and beverage minimum and \$2,000 to \$10,000+ for the set-up fee depending on seasonality and other market demands. Grand Hyatt Nashville reserves the right to make the final decision to use indoor facilities in case of inclement weather on the day of the event. All outdoor events

need appropriate indoor back up space held. For safety reasons non-breakable glassware and plates will be used for outdoor events.

Shipments

All guest and event packages being shipped to the property must follow the address label standards to prevent package routing delays.

(Guest Name) (Guest Cell Number)
c/o Grand Hyatt Nashville
1000 Broadway
Nashville, TN 37203
(Convention/ Conference/ Group/ Event Name)
Box _____ of _____ (Multiple boxes MUST be numbered)

Box deliveries will be assessed a handling fee determined by weight. These charges will be posted to your Guest Room, Master Account or Credit Card Provided.

PACKAGE HANDLING AND STORAGE FEES

| PACKAGE WEIGHT | PACKAGE PICKUP OR DROP OFF BY GUEST | PACKAGE PICKUP OR DELIVERY |
|-------------------------|-------------------------------------|-----------------------------------|
| Envelopes up to 1.0 lb. | \$2.00 | \$5.00 |
| 0.0 – 1.0 lbs. | \$2.00 | \$5.00 |
| 1.1 – 10.0 lbs. | \$10.00 | \$15.00 |
| 10.1 – 20.0 lbs. | \$15.00 | \$20.00 |
| 20.1 – 30.0 lbs. | \$20.00 | \$30.00 |
| 30.1 – 40.0 lbs. | \$25.00 | \$40.00 |
| 40.1 – 50.0 lbs. | \$25.00 | \$50.00 |
| 50.1 – 60.0 lbs. | \$35.00 | \$50.00 |
| 60.1 – 150.0 lbs. | \$35.00 | \$70.00 |
| Pallets & Crates* | \$150.00 or \$0.75/lb. > 200 lbs. | \$150.00 or \$0.75/lb. > 200 lbs. |

| PACKAGE WEIGHT | STORAGE FEE AFTER 5 DAYS |
|-------------------------|--------------------------|
| Envelopes up to 1.0 lb. | No Charge |
| 0.0 – 10.0 lbs. | \$5.00 |
| 10.1 – 30.0 lbs. | \$10.00 |
| 30.1 – 60.0 lbs. | \$15.00 |
| 60.1 – 150.0 lbs. | \$25.00 |
| Pallets & Crates | \$50.00 |
| Over 6.5' in Size | \$25.00 |

Package weights will be rounded up to the nearest pound.

* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00 or \$0.75/lb. > 200 lbs., which is applied to each pallet/crate handled.

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

Conference shipments should arrive within (5) days prior to your program; due to limitations of our storage space, all packages received outside of this window will incur a storage fee. After your event, any boxes to be shipped out of the hotel must be properly packaged and labeled with shipping address, return address and method of payment on your departure date.

Third party vendors delivering office equipment such as copy machines and computers for use in the hotel during your program are responsible for moving the equipment to the final meeting room destination. The Hotel is not responsible for pickup or delivery of any third-party equipment unless contracted directly through the hotel.

Audio Visual Services

Royal Productions is our in-house audio/visual provider and as such it maintains a full-time staff and fully stocked inventory line with the latest audio/visual technology available. In addition to the basic audio/visual

break-out room equipment, Royal Productions provides the following services: full general session production, exhibitor rentals, computer rentals, simultaneous interpretation support, audience response systems, staging, webcast services, and networked speaker ready room to all break-out sessions.

Additional cost for outdoor lighting and/or custom décor may apply depending on the time and location of your event.

Please note that the Hotel requires a Security officer to escort any outside vendors through the 'heart of the house'. This pertains to any audio visual, décor, etc. not associated with the Hotel Property. The load in and load out times are to be given to the Convention Services ten days prior to the event schedule start to coordinate with the Loading Dock. The Hotel will not be liable for performance, damage, storage, or delivery of any audio-visual equipment brought in from outside the Hotel Property, unless specific arrangements are agreed upon by the Hotel and Group and documented in writing.

When using a third-party supplier, an on-site Royal Productions Convention Supervisor must be present during the load-in and load-out of all production gear. This Convention Supervisor is present to ensure that Audio Visual Service standards are followed and there is no damage done to the hotel's infrastructure. This Convention Supervisor is charged at the prevailing rate and applicable service charge and tax. All third-party vendors working within our facility must properly dress/drape all screens, carts and stand in accordance with Grand Hyatt Nashville and Royal Productions set up standards. All third-party Audio-Visual companies must adhere to a dress code of shirts/polo, slacks and appropriate dress shoes.

Equipment Storage

Should you choose to utilize an outside AV provider, please note storage of equipment cases will be the responsibility of the AV vendor. Due to Fire Marshall City ordinance, equipment storage is not permitted in service corridors. It is recommended that arrangements for secure storage be made for any valuable equipment prior to move-in.

Rigging

Royal Productions is the exclusive provider of all aerial and ground supported rigging within the Grand Hyatt Nashville Ballroom, without exception. This includes, without limitation, all physical attachments (truss, motors, etc.) to the facility structure; attachment of any overhead items, including but not limited to, lighting, a/v equipment, etc.; the assembly and installation of truss; safety inspection and approvals of equipment; and provision of rigging labor for these tasks. Royal Productions will provide and operate all aerial lifts for the purpose of providing this service. All equipment must be assembled and attached by Royal Production, on the ground and in the air. Royal Productions shall be the exclusive provider of all motorized hoists, rigging points/attachment hardware, lifts, truss, and rigging labor shall be exclusive to Royal Productions. All equipment is subject to safety inspection and approval of Royal Productions on behalf of the Grand Hyatt Nashville Hotel. If Royal Productions deems any equipment unsafe, then such equipment will not be rigged until the safety issue is corrected. CADS and the rigging advance must be turned in 21 days prior to the start of the event.

Audio Visual in Hotel Suites and Sleeping Rooms

Royal Productions retains exclusive rights to install and remove audio visual equipment within hotel rooms and/or suites. For security purposes, outside vendors are not permitted access to hotel guest rooms or suites.

Communication and Network Services

The hotel will exclusively provide all connectivity for telephone and data requirements. The hotel will also exclusively provide all connectivity for bandwidth within the hotel including Internet, VPN transport and dial tone.

Electrical Services

Royal Productions is required to install all electrical needs requiring more than the standard wall outlet. Royal Productions must supply all camlok feeds. Electrical requirements shall be communicated to your Convention Services and will be charged at the prevailing rates.

Animals / Pets

Live animals such as, reptiles, fish, birds or insects are not allowed in the hotel. If live animals are part of your program, hotel approval is needed and arrangements will have to be made to ensure safety of hotel staff and guests. The hotel is a pet friendly hotel and up to 2 dogs (75lbs max.) are allowed per room at \$100.00 one-time charge. Guide dogs may accompany a disabled or physically challenged person within the hotel.

Equipment

The Grand Hyatt Nashville has a limited amount of banquet chairs, tables, podiums, staging with skirting, dance floor, etc. Your specific requirements should be confirmed at least 30 days prior to your function date with your Convention Services so that adequate banquet equipment can be made available for your function. If your banquet equipment needs exceed our supply, we will rent items on your behalf and the additional expense will be billed to the group.

Any meeting rooms requiring a reset after a specific set has been approved or agreed upon via an event order, additional labor fees will apply.

Hotel Approval

The hotel reserves the right to exercise final approval over bands, DJ's, musicians and other entertainment in regard to volume and professionalism, whether they are contracted by the customer or through the hotel. The hotel reserves the right to require security for any functions the hotel deems appropriate. Any additional security labor fees will be billed to the group upon mutual agreement.

Signage and Hospitality Desks

Grand Hyatt Nashville provides meeting, event and directional signage as needed for each event. In addition, each meeting room has an electronic message board. If you prefer to bring your own professional printed signage, easels will be provided at a nominal fee of \$15, plus tax and service charge. All signage is to be approved by hotel.

Meeting, event and directional signage, as well as Welcome/Hospitality Desks are limited to placement in the Pre-Function areas of meeting space. Signage and Welcome Hospitality Desks are not permitted in the Main Lobby or Lobby Bar/Lounge.

Hotel does not permit anything to be nailed, posted or otherwise attached to walls, doors and/or air-walls. It is the group's responsibility to communicate this to conference delegates and/or exhibitors and will be reinforced on-site by the Event Services team. All banners must be pre-approved and placement

coordinated by our Convention Services team. Charges/fees will apply as listed in the Hotel's Branding Guidelines.

Promotional Material

Nailing, posting, taping or otherwise attaching any materials to our walls is prohibited. Only pre-authorized signage, promotional material, etc. will be allowed in meeting/foyer and must be installed by Royal Productions. Additional fees apply.

Hotel must approve any advertisements or promotional materials in connection with the Group's function which reference Grand Hyatt Nashville or logo.

All registration tables, banners and professionally printed signage are restricted to the meeting room areas of the hotel and may not be placed in the lobby area or public/shared space on the conference level.

Loading Docks/ Move-in

The Grand Hyatt Nashville loading/unloading docks are available for delivery and pick up of exhibition materials, displays and other show-related items only with confirmed and arranged times with your Convention Services Manager. All vehicles should be promptly removed from the loading docks after deliveries/pickups have been completed. Dumpsters and open stalls should always remain accessible. Unattended vehicles left in the loading docks are subject to be towed at the owner's expense without notice.

****The maximum truck length that can be accommodated at the loading dock is 35 ft. long.****

****On Tuesdays and Fridays all deliveries will need to be scheduled for after 12pm.****

Buses/Lane Closure:

The City of Nashville limits drop off and pick up from buses on 10th Avenue for up to 15 minutes. On loading or off loading that will require more time must obtain a Lane Closure Permit 10 days before events. Hotel front drive will cars/SUV and vans up to 11 seater. Should there be more than 1, 11-seater van a permit would be required. The cost is \$350 for up to 4 hours, each additional hour is at \$85 per hour for Off Duty Police to manage the lane.

Exhibits

Lifts or motorized equipment as well as rolling cases are not allowed on unprotected carpeted, tiled or stone surfaces. All areas must be protected with plywood, Masonite®, or Visqueen® for any exhibit, Audio Visual rolling cases or display items. Any items exceeding (500) five hundred pounds requires special approval.

Fire and safety regulations must be adhered to during all exhibitions. These include, but are not limited to: Fire Marshall's approved floor plan which must be received by the Grand Hyatt Nashville 30 days prior to move-in; a minimum six-foot aisle is required; all fire cabinets, fire extinguishers, fire exits and pull stations must be visible and not blocked in any way. Storage behind booths is permitted; however, it must be kept to a minimum and remain contained behind the booths. Please be advised that a Hotel liaison must be present for all load-in and load-out of exhibits.

Exhibit space shall be left in a clean condition by exhibitors upon load-out. Should Group need to utilize the hotel's trash dumpster, a one-time charge of \$1,500, plus taxes and service charge, will apply per show. In the event the exhibit space is not left in a clean condition, Group's Master Account shall be assessed the costs incurred to clean the exhibit space. Further, Group's Master Account shall be charged

the reasonable cost to repair any damage to the exhibit space that occurs during your event, at the Hotel's sole discretion.

Diagrams that need to the approval of the Fire Marshall must be a CAD format, footprint of all items in the space, name of event, function type, event room and name of hotel. Once complete it need to be sent via email to fmoplans@nashville.gov.

Elevators/Escalators

Equipment and freight may only be transported via the freight elevators (2). The weight limit for the freight elevator is 5,000 lbs. Freight elevator doors are 5' x 7', and interior dimensions are 9' x 6' x 9'6" (h). Hotel personnel will supervise the use of freight elevators. Passenger elevators and escalators are for guest use only.

Fire Regulations

- The Nashville Fire and Rescue Departments require the following safety regulations be observed at all times:
- Flammable decorations or flammable decorative materials are prohibited
- Mylar balloons are not permitted
- All draperies, drops, curtains, and table coverings used are to be noncombustible, inherently flame resistant, or treated and maintained fire resistant
- The Fire Marshall may require proof that the materials used are fire resistant or have been treated to be fire resistant
- Open flame, candles, torches, etc., are prohibited
- No covered structures, such as tents, roofs, or overhead coverings, are allowed on any display in a building equipped with fire sprinklers without prior approval of the Fire Marshall
- Blockage of exit signs or doors by displays or banners is strictly prohibited. An unobstructed aisle (the width of each set of exit doors) must be left directly from the flow of traffic to the exit doors
- All utility panels, fire hose cabinets, standpipes, fire extinguishers and fire alarms must remain visible and accessible at all times.
- Drapes, decorations, buntings and other decorative materials must be fire retardant and/or properly treated to meet the requirements of flame proofing
- Cotton batting (whether natural, artificial or manufactured) straw, dry vines, leaves, hay, pine needles and sawdust are prohibited
- Flammable liquids of any sort are prohibited in public buildings.
- Pyro technics are allowed for outdoor events only with fire marshal approval

Fire Watch – Use of Hazers or Open Flame

- Fire Marshall requires an approved permit and Fire Watch in place by hotel for the use of Hazers or open flame. Client to obtain Fire Marshall Permit online through the link <https://epermits.nashville.gov> 2 weeks before event. Hotel will allow Fire Watch for up to 4 hours, during this time hotel fire system will be shut down.
- **Cool Sparks** will require a Walk Through with Fire Marshall prior to event. During this time the Fire Marshall will require Hotel to be in Fire Watch mode. This is in addition to the cost for the event Fire Watch.
- The cost for Fire Water is \$200 per hour.

Smoke Free Property

Our Hotel must provide a smoke-free environment in accordance with Tennessee State law. The smoke-free policy applies to the property's guest rooms, restaurants, lounges/bars, meeting rooms, public spaces, and back-of-the-house areas. The use of e-cigarettes (electronic cigarettes) and related products (e.g. vaporizers) is also prohibited. The smoking of marijuana is prohibited within the hotel, including guest rooms, public spaces, and back-of-the-house areas. Additionally, the smoking of marijuana is prohibited on the property outside the hotel, including designated smoking areas, parking lots, and other guest or associate areas.

Damage to the Property

Group agrees that it shall be responsible for any damage or destruction to the Hotel property as a result of the use of the Hotel property by the Group, its employees, agents, contractors or guests and it shall be Group's sole responsibility to pay in full for the repair of any such damage.

Group will not, and shall not permit others to, drive nails, tacks, hooks, screws or other items into any part of the Function Space, Hotel equipment or property. The use of double-faced tape on ceilings, floors, walls, or furniture is strictly prohibited.

Security

All vendors must check in with our security personnel in the loading dock area and must provide government issued proof of ID.

The hotel can procure security services for events requiring additional Security personnel. The Group will be responsible for payment of the additional staff. Please contact your Convention Services for approved companies and pricing.

Noise Levels

The Grand Hyatt Nashville reserves the right to require any group whose noise levels disturb another group within the facility to reduce their sound to a reasonable level. During the planning phase, please share with your Convention Services of any potential high noise levels (including bands, loud music for dancing, shouting, singing, or other noise), as additional arrangements will have to be made to ensure that no other group is impacted.

To ensure optimal comfort for hotel guests in the guestroom tower, outdoor events have a noise restriction after 10:00 PM.

Decorations/Decor

Please advise your Convention Services of any decorations from an outside source that will be brought into the Hotel. All decorations and/or centerpieces are to be loaded and unloaded through the loading dock area. The use of glitter, confetti, sand, or simulated snow of any type or material is strictly prohibited.

Fog machines (water based only) or other special effects require advance notification and approval.

The uses of candles require advance notification and allowed under the following conditions:

- Class I and Class II liquids and LP-gas shall not be used.
- Liquid- or solid-fueled lighting devices containing more than 8 ounces (237 ml) of fuel must self-extinguish and not leak fuel at a rate of more than 0.25 teaspoon per minute (1.26 ml per minute) if tipped over.

- The device or holder shall be constructed to prevent the spillage of liquid fuel or wax at the rate of more than 0.25 teaspoon per minute (1.26 ml per minute) when the device or holder is not in an upright position.
- The device or holder shall be designed so that it will return to the upright position after being tilted to an angle of 45 degrees from vertical. Exception: Devices that self-extinguish if tipped over and do not spill fuel or wax at the rate of more than 0.25 teaspoon per minute (1.26 ml per minute) if tipped over.
- The flame shall be enclosed except where openings on the side are not more than 0.375-inch (9.5 mm) diameter or where openings are on the top and the distance to the top is such that a piece of tissue paper placed on the top will not ignite in 10 seconds.

Draping

No decorative or structural items are allowed to be hung from overhead beams, columns, handrails, utility pipes, exterior walls, or fences without prior approval of your Convention Services or authorized Grand Hyatt Nashville Hotel staff.

Drapes, decorations, buntings and other decorative materials must be made of fire-retardant materials and properly treated to meet all flame proofing requirements.

Insurance

All contractors hired by the group to provide labor and/or services are required to submit to Event management, a copy of the insurance certificate to include the criteria outlined below. Those companies would include, but are not limited to: General Contractors, Production Companies, Audio Visual Companies, Destination Management Services, Staffing Providers, etc. For additional information, please contact your Convention Services manager.

At all times during the term, contractor shall carry and maintain in full force and effect, at his sole expense, the following insurance policies with insurance companies reasonably acceptable to the hotel and approved to do business in the State of Tennessee. Upon execution of the agreement, contractor shall provide an insurance certificate naming the hotel as an additional insured and evidencing the insurance coverage described below:

- A. Comprehensive General Liability insurance with limits of not less than \$2,000,000 each occurrence and annual aggregate;
- B. Business Automobile Liability insurance covering all vehicles used in connection with this agreement with limits of not less than \$1,000,000 each accident; and
- C. Workers' Compensation insurance in accordance with the provision of the Workers' Compensation Act in the State of Tennessee.

The additional insurer to be named on the certificate is as follows: **Dimension Development Two, LLC, F&M Ft Walton Leasing, LLC and SWVP Nashville Hotel, LLC as additional insured.**

Acknowledgement

Date