



POLICIES AND PROCEDURES

These policies and procedures are instituted to ensure that the Resort will deliver an exceptional guest experience and will maintain a safe and pristine environment for all of our guests.

CATERING/CONFERENCE SERVICES

The catering/conference services department will be in contact with the Group. The catering/conference services manager will be the main contact for all details involving function arrangements, reservation and billing procedures, as well as providing recommendations for outside services, if necessary.

The Resort's catering/conference services department is responsible for assisting the Group with menu selections. The Resort will maintain a flexible position regarding suggested menus; however, due to changing food costs, definite prices on food and beverage will not be guaranteed until six (6) months prior to the Group's arrival. Detailed written food and beverage requirements for each event must be received by Resort thirty (30) days prior to Event.

Please note that the Resort does not permit any outside food and/or beverages to be brought into the Resort under any circumstances.

SECURITY

Durango Casino & Resort will not assume responsibility for damage or loss of any merchandise or articles brought into the Resort or for any item left unattended. For certain events, the Resort may require that security be provided at the Patron's expense. All outdoor functions will require the Patron to provide security to maintain the privacy of the event. Only Resort approved security firms using unarmed guards may be used. Security personnel can be arranged through your Catering representative.

LOST OR STOLEN PROPERTY

The Resort shall have the sole right to collect and retain custody of articles left in the function space by the Group or persons attending the Group's events. The Resort shall not be responsible for losses by the Group, its agents, directors, shareholders, employees, members, attendees, contractors, volunteers, performers or any other party due to theft, damage to, or disappearance of equipment or other personal property, it being specifically acknowledged that such equipment and property is not under the care, custody, or control of the Resort.

PACKAGE HANDLING

All packages and/or freight received at the Resort will be assessed the following charges. The below pricing is subject to change:

RECEIVING HANDLING/STORAGE FEES (INBOUND)

Envelopes \$5.00

0 - 9 lbs. \$10.00

10 - 19 lbs. \$15.00

20 - 29 lbs. \$20.00

30 - 39 lbs. \$30.00

40 - 59 lbs. \$40.00



60 - 79 lbs. \$50.00
80 - 99 lbs. \$80.00
100+ lbs. \$0.80 per lb.
Pallet/Crate/Skid \$400.00

SHIPPING HANDLING FEES (OUTBOUND)

Overnight Letters \$5.00
0 - 14 lbs. \$6.00
15 - 29 lbs. \$10.00
30 - 49 lbs. \$15.00
50 - 74 lbs. \$20.00
75 - 99 lbs. \$40.00
101+ lbs. \$0.50 per lb.
Pallet/Crate \$150.00

CHARGES APPLY FOR BOTH INCOMING AND OUTGOING PACKAGES AND/OR FREIGHT. ADDITIONAL CHARGES MAY BE INCURRED FOR OVERSIZED PACKAGES.

Any Bell Assistance to and from banquet rooms that are received through the main hotel entrance and/or hotel rooms that require bell cart assistance will be subject to a \$25.00 fee per trip. This does not apply to standard luggage assistance, which can be referred to in the Porterage section of this document.

PRINTED MATERIALS

The Resort requests that your sales contact at the Resort be placed on the Group's mailing list so that he or she will receive all materials concerning the Resort and the Group's meeting. In this way, we can share with the Resort staff all printed materials in the possession of your prospective attendees.

Please also be advised that Resort must approve any advertising utilizing the Durango Casino & Resort, name, logo, and/or any request to use the Resort's stationary.

LOST OR STOLEN PROPERTY

The Resort shall have the sole right to collect and retain custody of articles left in the function space by the Group or persons attending the Group's events. The Resort shall not be responsible for losses by the Group, its agents, directors, shareholders, employees, members, attendees, contractors, volunteers, performers or any other party due to theft, damage to, or disappearance of equipment or other personal property, it being specifically acknowledged that such equipment and property is not under the care, custody, or control of the Resort.

CHECK-IN/CHECK OUT

Check-in time is 3:00 PM and check-out time is 11:00 AM. Under no circumstances shall a minor be allowed to check-in or occupy a guest room without the accompaniment of at least one (1) person over the age of twenty-one (21).



INDIVIDUAL CREDIT CARD AUTHORIZATION FOR INCIDENTALS

The Resort requires a pre-authorization of \$100.00 for each night of stay to cover incidentals. This preauthorization will take place upon check-in.

Please note that if a debit card is used, the pre-authorization will act as a direct withdrawal from the debit account and the funds will be automatically withdrawn upon check-in.

Upon check-out, after deducting an amount equal to the incidentals used during the guest's stay at the Resort, any balance will be credited back to the guest's bank account. Refunds to a debit account may take up to fourteen (14) days, depending on the guest's bank policy.

MINORS

The property is an entertainment/casino business governed and licensed by the Nevada Gaming Commission. As such, the governing entity requires the property to notify all groups that it is against the law for any minor (under the age of 21) to loiter in or near any gaming area or bar areas. It is also against policy for minors (under the age of 21) to be unattended in the hotel rooms. Please be advised that an adult twenty-one (21) years or older must be present at the time of check-in and through the entire stay. Also, the adult will be held financially responsible for any damage to the hotel room or if the condition of the room requires excessive cleaning.

PORTERAGE

Porterage charges will apply for Group chartered transportation (excluding sedans, black car or limousines). A mandatory porterage fee for arrivals and/or departures to/from Resort will be applied to Group's Master Account. Resort porterage will be billed based on the first main peak arrival night at \$4.50 per room each way, \$9.00 roundtrip. Please note that the porterage charge is subject to change without notice. No chartered vehicles are permitted on the Resort without prior approval of Hotel Operations.

GOLF BAGS/BAG PULL

For groups requiring storage of golf clubs and/or movement to/from a golf course, please note there is an additional mandatory charge of \$7.00 per person and will be applied to the Group's Master Account. For groups which require a bag pull or storage an additional \$3.50 in or out (\$7.00 round-trip) will be applied to the Group's Master Account.

HOUSEKEEPING GRATUITIES

Housekeeping Gratuities will be at the discretion of the individual guests. However, should Group elect to cover housekeeping gratuities, this cost is currently \$2.00 per room per day and will be applied to the Group's Master Account. Please note that the charges are subject to change without notice.

ROOM DELIVERIES

Room Deliveries will be charged \$3.50 for the first item and \$0.50 for each additional item. Personalized (name specific) deliveries will be assessed an additional \$1.00 per room. These charges will be applied to the Group's Master Account. Please note that the charges are subject to change without notice.



FIRE MARSHAL REQUIREMENTS

All events, meetings, exhibits, trade shows, banquets, receptions, conferences, or functions with an anticipated attendance or occupant load of three hundred (300) persons or greater must receive Fire Marshal approval prior to the event date.

Motorized vehicle displayed within convention, meeting, exhibit, or assembly spaces must obtain the appropriate Fire Department permit and approval before move-in and event operation.

Any event incorporating live flame, open flame, candles, decorative flame elements, fire pits, torches, butane burners, fuel-fired displays, flame effects, or similar devices within banquet, meeting, convention, exhibit, or assembly spaces must be reviewed for Fire Marshal permitting requirements.

Permit fees required by the Clark County Fire Department or other governing authorities will be the sole responsibility of the Group. Your Catering Professional will provide guidance regarding applicable permits and associated fees based on the specific requirements of your event.

EXHIBITOR CLAUSE

The Group is responsible for submitting to Resort by Cut-Off Date a summary of its requirements for the exhibit area, which shall include the number of exhibits, the floor load and square footage requirements for each booth and total square footage for the exhibit hall. Group agrees to contract with an exhibit (drayage) company to handle all of Group's exhibitors needs, including, but not limited to, pipe and drape, tables in the exhibit hall, handling, shipping, delivering and receiving of all of the exhibitor's freight and show floor electrical requirements.

Exhibit rental includes:

- Set-up and dismantle days
- General lighting
- Standard heating and/or air conditioning

Exhibit rental does not include:

- Drayage
- Decoration
- Labor
- Guard/security service
- Cleaning or janitorial services
- Electrical
- Gas
- Water

FLOOR PLANS:

Floor plans must be approved by Clark County Fire Department. Copies must be sent to the Resort before Cut-Off Date to ensure final printing, and shall be submitted prior to the sale of exhibit booths to prospective exhibitors.

**LIABILITY:**

Group is responsible for submitting an executed release of liability from each exhibitor or its third-party representative in charge of providing installation and dismantling services prior to set-up. If Group fails to deliver the release, exhibitors will be prohibited from utilizing exhibition premises. The release must include the following language:

“Exhibitor shall be fully responsible to pay for any and all damages to property owned by the Resort, its owners or managers, which result from any act or omission of exhibitor. Exhibitor agrees to defend, indemnify and hold harmless, the Resort, its owners, managers, officers or directors, agents, employees, subsidiaries and affiliates, from any damages or charges resulting from exhibitor's use of the property. Exhibitor's liability shall include all losses, costs, damages, or expenses arising from, out of, or by reason of any accident or bodily injury or other occurrences to any person or persons, including the exhibitor, its agents, employees, and business invitees which arise from or out of the exhibitor's occupancy and use of the exhibition premises, the Resort or any part thereof.”

TABLE TOP DISPLAYS:

Tabletop displays will be charged \$150.00 plus prevailing tax rate per table, which includes one (1) sixfoot (6' x 30") linen and two (2) chairs. Resort can provide up to a maximum of ten (10) tabletop displays with Resort approval of placement and comply with Clark County Fire Department codes. Tabletop rental includes set-up and dismantle time outlined in contract, minimal garbage removal, general lighting, standard heating and/or air conditioning. Table rental does not include drayage, decoration, labor guard/security service, cleaning or janitorial services.

EXCLUSIVE AND NON-EXCLUSIVE TECHNICAL SERVICES**AUDIO VISUAL SERVICES**

The Resort's on-site designated audio visual provider, Encore Global, has an office and inventory on property with a staff of professionals who can deliver to our convention attendees the level of service that meets our standards. Encore is the exclusive provider for all rigging and power services, this includes but is not limited to: labor, trussing, chain motors, cables, span sets and all other rigging related equipment. Group is also required to use Encore Global for all meetings and breakouts (excluding General Sessions) including but not limited to: projectors, screens, microphones, speakers, mixers, lighting and any other audio visual equipment necessary for a breakout or meeting room.

Should the Group choose to use a different audio visual provider for General Sessions, the Resort's quality standards and liability precautions must be maintained by our audio visual in-house provider, which will oversee the proper operation and care of our facility and equipment. Group's contracted audio visual provider must follow the guidelines for insurance listed under the "Insurance" section of this Agreement.

The following conditions must be adhered to:

Encore manages and oversees all Audio-Visual vendors and Production companies providing work within the Resort. To ensure that our liability needs are protected and that quality standards of the Resort are maintained, Encore 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 met when doing an event at the Resort.



A Technical Coordinator will be assigned to your Audio-Visual Company during the load-in and load-out of your event. This position's main responsibility is to maintain hotel standards and guidelines with the load-in and load-out of the event. The rate for this position is \$113.00 per hour at a 4-hour minimum; overtime past 8 hours will be billed at \$169.50 per hour.

A High Rigger is required for all equipment that is to be hung in the ceiling. All Riggers must be pay rolled through Encore. Riggers must always be paired with at least one Ground Rigger.

\$113.00 per hour (4-hour minimum.)

\$169.50 per hour (after 8 hours or over 40 hours in a week)

\$226.00 per hour (after 12 hours in a day)

Rigging points have a weight capacity of 2,000 lbs. There is a \$150.00 per point fee. All chain motors and truss must be provided by Encore. All truss must be assembled by Encore Ground Riggers.

Rigging points have a weight capacity of 2,000lbs. There is a \$150.00 per point fee. All chain motors and truss must be provided by Encore. All truss must be assembled by Encore Ground Riggers.

Ballroom Safety Policy – Ground-Supported Structures

In accordance with Encore policy, safety tie-offs are not permitted for ground-supported structures in ballrooms. All such structures must be:

- Fully self-supporting, without reliance on external anchoring or tie-off systems.
- Properly ballasted to prevent tipping, with ballast calculated based on the structure's footprint and height.

To maintain the highest standards of safety and structural integrity, the following guidelines apply:

- Video Displays (Freestanding and In-Scenic) must conform to *ANSI E1.50* standards. Modifications to these structures may only be made at the discretion of the Engineer of Record.
- Safety Tie-Offs:
- *Unistrut is not an approved anchor* for safety tie-offs under any circumstances.
- All decisions regarding the use of safety tie-offs and structural safety are made at the discretion of Rigging and Property Management, based on site-specific assessments and conditions.

It is the responsibility of Rigging and Property Management to ensure all ground-supported elements meet established safety requirements prior to installation. Structures found to be non-compliant may be subject to modification or removal at their discretion.

All rigging requests, including cost estimates, MUST be submitted via Encore's Rigging Website, [here](#). A Rigging Management Fee of \$600.00 will be charged to all outside production rigging orders. Audio Visual Production, Scenic, Décor, requires advance Resort and Encore approval to be placed on Resort provided risers/staging. Production must supply own risers for ground supported LED Walls.



All non-display vehicles (Lifts, Booms, and Forklifts) inside the Convention Center must have white tires (or saran wrap around them) and be free from leaks before they are permitted to come inside the Red Rock Convention Center.

Use of propane gas or gas forklifts are “not” permitted inside the building.

Recommended Alternatives:

Use electric forklifts or pallet jacks inside the convention area and elevator. These are designed for indoor, low-emission applications.

If heavier loads must be moved, designate a dock or freight access point where propane forklifts can remain outside.

This requirement is due to the following safety and regulatory considerations:

- OSHA 1910.178(c)(2) prohibits the use of internal combustion (propane/LPG) forklifts in areas where flammable vapors or gases may be present or where ventilation is insufficient.
- NFPA 58 (Liquefied Petroleum Gas Code) also restricts the use of LPG-powered equipment in confined spaces unless mechanical ventilation and gas monitoring are provided.

Ventilation & Carbon Monoxide Concerns:

Propane forklifts produce carbon monoxide (CO) and nitrogen oxides. In enclosed or semi-enclosed areas such as elevators or event halls, CO can reach dangerous levels within minutes. For reference, OSHA’s permissible exposure limit for CO is 50 ppm over an 8-hour period, and propane forklifts can easily exceed that without a dedicated exhaust system.

Forklift Safety Policy for Vendors

The safety of our team members and guests is our highest priority. All forklift operations on property—including back-of-house areas and the convention floor—must be conducted with extreme caution and at safe speeds.

It is the sole responsibility of the hired vendor and their designated forklift operator to ensure safe practices are followed at all times. While inside the building, the forklift must be accompanied by a spotter to guide and monitor movement. If at any point safety standards are not met, we reserve the right to remove both the equipment and the vendor from the premises.

All lifts rented from Encore must be operated by an Encore employee at all times at the rate of \$113.00 per hour (4-hour minimum). Lifts are not provided complimentary.

All Electrical service must be organized in advance with Encore. **Call for Pricing.** A house electrician is required at \$113 per hour (4-hour minimum) to connect and disconnect power distribution panels (Required for 100amps or more). Cables and distribution equipment are not included complimentary.

Audio Patch Fees will be charged whenever an outside Audio-Visual Company brings in their own audio equipment and wishes to use the Convention Center P/A. Prices are available upon request.



Outside Vendors are required to order a Freight Elevator Operator through Encore for the load-in and load-out of their event. The price for the elevator operator is \$113 per hour (4-hour minimum).

The AV Company will provide wireless microphone frequencies to Encore prior to using this equipment in or around the facility. The frequencies will be compared to the facility's frequencies. If there is a conflict, the Production or AV Company will make arrangements to utilize other frequencies.

No equipment or cases are to remain in the "back of house" areas at any time. All empty cases are to be stored in the current room or removed from the hotel and brought back for the load out. Storage space for outside Audio-Visual companies will be the sole responsibility of the Audio-Visual Company. Resort may make an effort to secure space once notification is given but is under no obligation to provide such space.

All Audio-Visual Companies are required to comply with all applicable laws, rules, regulations, and codes established by federal, state and local authorities including, without limitation, OSHA, and Fire and Safety. In the event services include pyrotechnics and/or use of smoke/fog machines, it is the Audio-Visual Company's responsibility to obtain necessary approvals and or permits from the local fire marshal & arrange for a fire watch through the Resorts Engineering Department.

Groups of 300 people or more must provide diagrams to the Clark County Fire Marshal for approval. A permit is also required for any motorized vehicle displayed in the convention area.

Audio Visual Companies are required to provide to Encore a complete schedule of events at least **7 days** before load-in including the dates and times of load-in and load-out and any rigging requirements.

Any Encore labor call with 20 or more crew members for a single client on-site will require a non-working job steward from the local Union.

Audio Visual prices are subject to sales tax at the prevailing rate at the time of the event. The current sales tax is eight and three seven five percent (8.375%) and subject to change.

DOCK

Please schedule dock entrance for load-in and load-out with your Catering or Conference Services Manager. The dock operates on a first-come, first-served basis. All delivery trucks must be able to back up directly to a dock for unloading. If a truck cannot do so, it must be equipped with a lift gate to utilize the ramp for any items requiring it. Personnel/labor are not available to assist in load, unload, or transfer of product to and from the dock to the conference floor. Forklifts and Pallet Jacks are not provided by the Resort or Encore. Please inquire with Encore for a quote if rental of dock assistance equipment or labor is needed. All non-display vehicles (Lifts, Booms, and Forklifts) inside the Convention Center must have white tires (or saran wrap around them) and be free from leaks before they are permitted to come inside the Durango Convention Center. All lifts rented from Encore must be operated by an Encore employee at all times at the rate of \$113.00 per hour (4-hour minimum). Lifts are not provided complimentary.



INTERNET

The Resort's on-site exclusive designated Internet provider, Cox Advanced Convention Services, offers the latest in connectivity options. The dedicated team will walk through the best services options to ensure your guests are connected to a fast and robust network. Cox Advanced Convention Services can provide varied Wi-Fi and hard-wired high-speed options, which are scalable to your specific meeting, in addition, can create a custom SSID/network name for your meeting needs. With their experienced and on-site technical teams, they will ensure you have reliable in-person support. For security and possible impact to approved networks in the area, outside networks are not permitted on the on the conference floor without consulting Cox Advanced Convention Services for approval and related fees. **Call for Pricing.**

In accordance with Nevada Revised Statutes 368A.200, Group shall have sole responsibility for the payment of all live entertainment taxes applicable to Group's activities upon and/or use of the Meeting/Banquet Space. As a tenant of a licensed gaming establishment, Group must understand the regulations relating to live entertainment in the event Group provides live entertainment in the Meeting/Banquet Space. Group acknowledges that it is subject to the same requirements as the gaming licensee within whose establishment the Group operates. For more information, related to live entertainment, Group shall review the following:

Nevada Revised Statutes NRS 368A: <https://www.leg.state.nv.us/NRS/NRS-368A.html>

Nevada Administrative Code NAC 368A: <https://www.leg.state.nv.us/NAC/NAC-368A.html>

MICS – Entertainment: <http://gaming.nv.gov/index.aspx?page=182>

Station Casinos Resource Guide: <https://www.stationcasinos.com/wp-content/uploads/2020/07/LET-MICS-REQUIREMENTS-FOR-3RD-PARTIES.pdf>

Group agrees that (a) all funds relating to the remittance of live entertainment taxes shall be sent to the Resort to be included with SCLLC's remittance and that no fund shall be remitted directly to the State of Nevada and (b) all documentation related to Group's live entertainment shall be retained for five (5) years and shall be made available upon request to SCLLC's Internal Audit department and the Nevada Gaming Control Board. Group's failure to comply with the regulatory requirements could result in assessments, including fines and penalties. In order to protect SCLLC and Resort, both of which are gaming licenses, Group must receive approval from SCLLC's Director of Compliance prior to advertising or contracting with entertainers.

MARIJUANA RELATED EVENT POLICY

Group must ensure that any action related to a convention, trade show, or similar conference that may be related to marijuana or products derived from marijuana only focus on educational activities and/or the exchange of information related to the marijuana industry. As such, each Group is required to ensure that the focus be primarily on the fostering of business relationship between participants, the exchange of knowledge related to the trade, and other trade or educational activities that does not facilitate the actual possession or consumption of marijuana/marijuana-related products on the premises.

Further, any related marketing material posted or distributed to the public that contains the Resort name (and/or logo) that promotes marijuana-related activities will not be approved by Resort. Should a Group fail to adhere to any stated guidelines above, Resort may, at its sole discretion, cancel any current or pending convention, trade show, or similar conference and retain all monies on file.



COMPLIANCE WITH SUPPLIER CODE OF CONDUCT

Group acknowledges and agrees that it has read and understands the Supplier Code of Conduct and will conduct its business in accordance therewith. The Supplier Code of Conduct is available at <http://redrockresorts.investorroom.com/code-of-ethics>