

OUTSIDE VENDOR GUIDE

At the JW Marriott Parq Vancouver & The DOUGLAS Hotel, we are committed to ensuring that you and your vendors have a seamless experience in working with our teams on property. This document will be your guide on the Local Standard Operating Procedures when utilizing Outside Vendors and contracted personnel.

GENERAL REQUIREMENTS

The JW Marriott Parq Vancouver and the DOUGLAS (hereby referred to as “the Hotel”) reserves the right at all times to limit or refuse access to its property of persons not directly employed or contracted by the Hotel. All personnel contracted by the client are required to follow policies and guidelines set forth at this location. All Outside Vendors and personnel contracted by the client are responsible to provide:

- Current Certificate of Insurance to include a minimum liability coverage reflecting Marriott’s current Insurance recommended Limits; the Hotel and the owner named as additional insured and additional loss payee to include workers compensation.
- Hold harmless agreement on file absolving the Hotel from any claims of damage resulting from equipment used or labor provided by the outside company.
- Signed copy of this production guideline document on file.

The Hotel accepts no responsibility for the security of any equipment or materials while in use or stored on the premises.

PERSONNEL

Outside contractors, production companies, etc. and their employees must enter the Hotel through the loading dock. Upon entering the building, independent contractors will be issued a visitor’s badge from Resort Security and will need to sign in a logbook indicating name and company. Upon leaving the Hotel they will be required to turn in their visitor pass, sign out and exit through the Hotel’s associate exit or loading dock.

The Outside Vendor and/or Contracted Personnel is responsible for the actions of any person attached or associated to their staff.



All labor employed by the Outside Vendor or Production Company must wear a uniform shirt, and a Vendor/Contractor Badge identifying the company they are currently working for. All

Outside Vendors and Contracted Personnel must adhere to the hygiene and appearance standards acceptable to Marriott International at all times. At no time are outside employees permitted in guestroom wings or guestrooms without Hotel approval.

Smoking, eating and drinking is permitted in designated areas only. The Hotel's Employee Cafeteria is reserved for Hotel Associates only and may not be used by outside personnel. Use of the public washrooms is also restricted. Outside personnel may use washrooms designated by the Event Operations Leader on duty. Smoking is not permitted on the Hotel's premises.

Fighting, horseplay, disorderly conduct, and the use of abusive language is a violation of Hotel policy and will result in immediate removal of the individual(s) from the premises. Theft, attempted theft, misappropriation of property or aiding of such acts will also result in immediate removal from the property.

INSTALLATION/TEARDOWN

Prior to loading in, a Leader from the Hotel's Event Operations team must conduct a walk-through with the Outside Vendor and identify areas that are authorized for use. When loading in, all precautions must be taken to not disturb meetings or areas of guest activities.

Any tape and adhesives applied to walls, floors and furnishings must be pre-approved by the Hotel's Engineering Department. The use of nails, staples, push pins, and any other material that will penetrate or mark walls, floors, furniture, or fixtures is prohibited.

SIGNAGE

The Hotel must approve the affixing of all signage to Hotel walls, doors, air walls, and fixtures. Any potential hazards as identified by the Hotel must be removed or corrected immediately.

No handwritten signs or posters are permitted anywhere on the Hotel property. Signage must be professional and placement is restricted to the function space



CONTRACTED EVENT TECHNOLOGY PROVIDERS

Encore Event Technologies is the Hotel's exclusive event technology provider.

The contracted event technology provider must install and remove their equipment in accordance with the hotel Banquet Event Order schedule. All cables must be coded and secured safely. Equipment must not block aisles or exits in meeting rooms, and must comply with provincial and local fire codes. Equipment must not interfere with the hotel's ability to set functions in accordance with the "Group's" requirements.

It is the responsibility of the contracted company to clean any area that they use and to remove any trash, tape, or residue. Any damage to the Hotel's walls, ceilings, doors, and electrical system resulting from an outside vendor activity will be the sole responsibility of the Outside Vendor. Charges will be posted to the master account of contracting Event Contact.

POWER

All requests for power and electrical services must be submitted to and executed by Encore Event Technologies. Power requests are to be forwarded, in writing, to Encore Event Technologies and the Hotel Event Manager a minimum of thirty (30) days prior to arrival. Installation/labor charges and rental of necessary equipment will be assessed.

FIRE SAFETY

Should the activity in the ballroom require the use of a "Fire Watch," additional charges will be applied to the Event's Master folio. Pyrotechnics and open flames are not permitted on the property.



DRAYAGE AND MATERIAL HANDLING

The JW Marriott Parq Vancouver and the DOUGLAS has no extended storage facilities for exhibit/event materials. Shipments that arrive more than 72 hours prior to show time may be refused and/or forwarded to the official decorator at the exhibitor's expense.

The service contractor must handle all decorating and material handling of exhibits and related products. All items belonging to the individual exhibitors must be brought to the back service entrance. There are no storage facilities available for empty crates, skids, containers, cartons, or vehicles.

Hanging and teardown of overhead banners and signs must be coordinated by Encore Event Technologies.

LOAD-IN AND LOAD-OUT

No load-in and/or load-out may take place between the hours of 11:00 PM and 6:00 AM anywhere on Resort property, without the prior approval of your Event Manager. A Hold Harmless Agreement is required prior to setup. This document is to be signed by a representative of the decorating or production company.

Load-in and load-out must be scheduled with the Event Manager and put onto the group resume. Schedules will be subject to the current dock schedule on a first come basis. All load-in and load-out must first check with Resort Security to determine best location to unload or load. It is recommended that the decorating/production company assign one crew member as dock master to maintain the traffic flow of numerous show related vehicles.

Regarding exhibit setup, all booth equipment, furniture, and carpeting must be confined to the measured limits of the booth. No nails or bracing wires used in the exhibit display may be attached to the building.

No painting, mixing of chemicals or explosive materials are allowed in the Ballroom space of the Resort. Gas or propane forklifts will not be allowed in the Resort. Forklifts are permitted on the back dock area only. Anyone operating a forklift must provide valid proof of training and certification before operating the equipment.

In those rare instances when forklifts are required for movement of freight inside the Resort, the decorator/production company must get prior approval from the Event Manager. It is against Marriott policy to utilize propane forklifts in the Resort. Therefore, should fork lifts be required, use of electric forklifts (with non-marking tires) is mandatory. **PLYWOOD IS NOT PERMITTED AS A**



RUNNER. The wheels of the electric forklifts must be non-marking. All carpet must be covered with a (non-slip or self-adhesive) visqueen plastic type of surface during load-in and load-out. Any damages to the Resort will be charged to the master account.

The Banquet Leader, in conjunction with the contractor, will make an inspection of the function space prior to an activity. This will include access areas, elevators, corridors, loading docks, and any other area pertaining to the move-in and move-out. It is the responsibility of the contractor to contact the Banquet Leader to set up a walk-through prior to conducting any activity to prevent any unnecessary charges.

Any property damaged/destroyed by the exhibitor or contractor must be replaced in its original condition by the exhibitor or contractor at their expense. Exhibits using food, beverage, ink, chemicals, or other liquids must install carpet over visqueen. The exhibitor must cover the entire booth area with a carpet of their choice. Any installations that affect fire codes must have prior approval from the Hotel.

CLEANING AND CUSTODIAL SERVICES

The JW Marriott Parq Vancouver and the DOUGLAS will provide a clean and clear function room for exhibit move-in/production company setup. For trade shows and exhibits, the exhibitor company will be responsible for coordinating clean-up of the function space during load-in and cleaning of the aisles during show dates. The Resort will be responsible for the removal of items related to catered events that occur in the space (glassware, plates, etc.).

The hotel will not provide any additional cleaning services, equipment, etc. unless outlined in the Resort sales contract. Trash removal from the function space/production area at the conclusion of the event is the responsibility of the contractor. The contractor should provide trash containers. The Hotel may assist with additional trash cans/containers if possible based on availability. The contractor may utilize the Resort's dumpsters with approval of the Event Manager and/or Banquet Leader. There will be a charge for any additional dumpster pick-up and delivery to the contractor.

Your resort contact can arrange to have an additional open top dumpster available for production move-out needs. You will be responsible for the charges. Price will include pick-up and delivery, and may be used only for non-hazardous, dry materials only. Final price will include a charge based on pounds of trash removed.

At the conclusion of the exhibit or production, the area and loading dock must be presentable for the next day's business prior to leaving the property for the day.



It is the responsibility of the decorating company to return exhibit space and Resort ballrooms to ready condition at the conclusion of the show, and to remove any tape residue or any large stains as a result of exhibit or production activity.

PRE- AND POST-EVENT WALK-THROUGH AND CHECKLIST

The JW Marriott Parq Vancouver and the DOUGLAS Banquet Leader will be required to arrange both a pre-event and post-event walk-through of the exhibits/production area. The Pre/Post Event Checklist will be completed by the Banquet Leader on duty.

This walk-through will consist of a thorough inspection of the function room, noting all pre- and post-damages, and include the service corridor, service doors and loading dock area.

The Resort requires this walk-through and an exact time should be scheduled prior to arriving on the property. Failure to meet at the pre-arranged time will result in the delay of setup/move-out. Damages noted in the post-event walk-through not previously noted on the Pre-Event Checklist will be charged to the decorating/production company.

AUDIO VISUAL/PRODUCTION COMPANIES

Encore Event Technologies is a full service Audio Visual company that produces everything from full scale general sessions to outdoor events. There are many advantages to using our in house Audio Visual Team. Please reach out to your Event Manager for more information.

Customers are welcome to bring in and use their own audio visual equipment, however please note the rules that apply when using your own equipment:

- An Outside Event Technology fee will be assessed per room per day.
- The Audio Visual equipment must be set in such a way that it does not create an unacceptable disturbance to adjacent meetings, create any unsafe conditions for other guests and/or staff members, and must meet all Marriott and Fire Marshall Rules. This includes taping down all cables across a doorway or pathway of guests and associates. The Customer is responsible for providing gaffer's tape for cords and cables to be taped down to the floor.
- Customers may not plug into or use the Marriott house sound system without prior permission. A patch fee will be assessed.



JW MARRIOTT

PARQ VANCOUVER

- Customers' wireless equipment must be turned off or reprogrammed to other frequencies if the wireless signals interfere with Marriott's or other guest's existing equipment. IN the event of a conflict, it is the Customer's equipment that must be modified to eliminate the crossover.
- Customers bringing in their own AV equipment must make arrangements for power in each individual room with Encore Event Technologies.
- Customers are welcome to leave their equipment in the meeting rooms but by doing so they are 100% responsible for the safety and security of their own equipment.
- Function spaces are often used for multiple events. It may be necessary for a Customer to remove all of their Audio Visual equipment to allow another group to use a specific room. The Customer will be responsible for removing the equipment and securing it until it can be reset again for their meeting. Marriott will no breakdown and reset the Customer's equipment.
- Should a Customer need assistance with setting up their equipment, prior arrangements can be made to schedule a technician to assist them. Technician fees will apply and there is a 4 hour minimum. By arranging for a Technician for assistance, it does not release the Customer from the responsibility of the safety and security of their equipment.
- Empty storage cases and or boxes must be stored in the Customer's own space. Storing cases or boxes in the back hallways or insight of the general public is not allowed.
- A copy of the Certificate of Insurance with a minimum of \$5,000,000 is required with Marriott also named as "Additionally Insured."

For large groups and/or production companies, the following may also apply:

- Stage sets covering back hallway emergency exit doors **MUST** have an access passage and display a temporary "Exit" sign.
- If catered food functions will occur in the function space, production will need to provide exit/egress access to the back hall via both sides of the stage. This must be indicated on diagrams prior to submission.

It is the responsibility of any production company or outside audio/visual company to maintain a clean and hazard free work area they are using.

The Hotel reserves the exclusive right to utilize the in-house audio system. Arrangements can be made to patch into the house sound system with Encore Event Technologies for an additional fee. Encore Event Technologies has the right to deny anyone from patching into the house sound system for any reason. Prior arrangements should be made directly with Encore Event Technologies before set up.

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JW MARRIOTT

PARQ VANCOUVER

RIGGING GUIDELINES AND POLICIES

Encore Event Technologies is the exclusive provider of rigging services for the JW Marriott Parq Vancouver and the DOUGLAS, and is the only company authorized by JW Marriott Parq Vancouver and the DOUGLAS to hang, suspend, rig, or otherwise affix anything to the ceiling or overhead in general.

All rigging requests must be submitted to the Event Manager and Encore Event Technologies in writing thirty (30) days prior to the event load-in. Requests must be approved before any rigging work will be permitted. Requests received less than 14 days prior to start date may incur additional labor charges.

The following information must be included in request:

1. Scale Drawing of room and equipment to be hung.
2. Description or photo of each item as well as the weight of each item.
 - a. Note: All drawings must be received via email in a .dwg or. dxf format. Hard copies will be accepted in a scale of no smaller than 1/8":1'
3. Contact information for the company who will be financially responsible for the rigging.
4. Copy of Liability Insurance (\$5,000,000 minimum) indicating the JW Marriott Parq Vancouver & The DOUGLAS as "additionally insured."

ELECTRIC LIFTS

The Hotel has lifts on-site and available for rental. Additionally, any outside equipment of this type (fork-lifts, genie lifts, etc.) which will be used in the Hotel meeting spaces and/or ballrooms, must be approved by the Event Manager and Encore Event Technologies.

Please note the following:

- All lifts used in the Hotel must have white, non-marking tires and be in good repair, construction or outdoor lifts will not be allowed in the hotel.
- All lifts must be electric. NO gas or propane vehicles are allowed in the hotel.
- Lifts may not be stored in the service corridors or hallways. Lifts can be stored behind the stage if not blocking any doors.
- Please note that the Hotel cannot lend or rent ladders.



- Client assumes full responsibility for any damage caused by lifts operated by client or their production company. This includes but is not limited to walls, doors, carpets, flooring, ceilings, moldings, furniture, and other equipment

Final decisions about the safety limits of any item will reside solely with the Hotel.

FOOD AND BEVERAGE

All food and beverage needs must be coordinated through the Hotel's Event Planning team. The exhibit contractor should notify the Event Manager, in writing, of any exhibitors requesting to dispense food and beverage from their booth sixty (60) days prior to the show as additional charges may apply for handling fees, equipment, etc. Any cooking must have written permission from the Resort.

It is the responsibility of the Customer, not the Resort, to provide freezer and refrigerator space during the trade show. This will be looked at on a case-by-case basis.

Kitchen space or use of the Hotel equipment is not permitted.

SECURITY

All security firms must have the approval of the Event Manager and the Resort Director of Security prior to the show's opening date. Security needs should be submitted to your resort contact at least three (3) weeks prior to the event.

Displays covering back hallway emergency doors must have access and display a temporary "Exit" sign approved by Resort Director of Security.

The JW Marriott Parq Vancouver and the DOUGLAS requires on file:

1. Certificate of Insurance (a minimum of \$5,000,000 is required)
2. Hold harmless agreement
3. No firearms are permitted in the building



HOTEL STANDARDS OF CONDUCT

Our business is hospitality and our role is to make our guests feel at home during their stay with us. The JW Marriott Parq Vancouver and the DOUGLAS has the following minimum standards of conduct that it requires from all associates and vendors who work on our property:

- All employees must be in uniform or appropriate attire and maintain acceptable grooming standards.
- Parking of personal vehicles is not permitted on or around loading dock area.
- No smoking or eating during business hours except for scheduled breaks and in designated areas.
- No possession or consumption of alcoholic beverages or being under the influence of alcohol or drugs while on the job and/or on Hotel property.
- No unauthorized entrance to a guest room.
- No theft, attempted theft, or removal from the premises without proper authorization of company property or the property belonging to a customer or another associate.
- No willful damage to resort or guest property.
- No gambling while on the resort property.
- No hitting, pushing, or otherwise striking another person or any other disorderly conduct while on the job and/or on Hotel property.
- The Hotel will not tolerate harassment of any type.
- No sitting when visible in public space.
- All meal breaks are to be taken in designated areas.
- Music should be played at a moderate level and should not infringe on the comfort of anyone in the vicinity.

MOTORIZED VEHICLES

Definition: Motorized vehicles shall be defined as any vehicle which is propelled by an internal combustion engine, such as but not limited to automobiles, trucks, motorcycles, aircraft, and water crafts.

All motorized vehicles that are displayed shall have the batteries disconnected at the hot "lead." The lead shall be safely secured. Fuel supplies for the vehicle on display shall not exceed one-eighth (1/8) of a tank. All motor vehicle tanks containing fuel should be furnished with locking tight caps or sealed with tape to prevent tampering. Tractors, chain saws, generators, and other such fuel powered equipment shall be safe guarded in a similar manner.



JW MARRIOTT

PARQ VANCOUVER

Prior to entering the building, the exhibit contractor/show management must contact the Banquet Leader on duty for visual inspection. At this time, the vehicle may be moved into the Resort. All Vehicles must be pushed into the resort. Under no circumstances should it be driven into the resort.

Upon entering, visqueen must be laid under the vehicle to prevent oil drip. Visqueen must remain under the vehicle during the time it stays in the Resort.

As an authorized representative of _____, I have read and understand the JW Marriott Parq Vancouver and the DOUGLAS Outside Vendor Guide, and will ensure that _____ is in compliance with the terms listed therein.
COMPANY NAME

SIGNATURE

DATE

PRINTED NAME