

The **DIPLOMAT**

BEACH RESORT

GUIDELINES FOR MEETING PLANNERS & VENDORS



The DIPLOMAT

BEACH RESORT

Thank you for choosing The Diplomat Beach Resort for your upcoming conference. The Diplomat Beach Resort maintains good working relationships with the Nation's premier General Contractors. Our goal is that these guidelines will assist the outside company partner with the Service Teams in place at The Diplomat Beach Resort. Detailed information of the following guidelines is explained within this publication. We have identified The Diplomat Beach Resort's "Top 10" needs below:

1. Exhibit floor plans with an exhibitor list and Fire Marshall Permits are required 45 business days in advance.
2. All showcases, boxes, exhibit containers, staging, etc. are to be placed 2-4 feet off any wall or air wall.
3. Loading Dock and Freight Elevator times must be scheduled in advance with your Catering/Event Manager. Please adhere to the designated times for loading dock and freight elevator use. The Freight elevator is controlled and operated by the Resort on a shared use and **non-exclusive** basis. Please read the detailed information regarding additional shipments.
4. Please use proper move-in/move-out routes. All move-in/move-out routes are located in the heart of house only. Move-in/move-out routes are prohibited in public areas. Pre and Post inspections of rooms will be scheduled prior to move-in and move-out.
5. Floor protection (Poly-Tak) is required during both set-up and move-out.
6. Rented Lifts are to be in good repair, have non-marking tires and not to be charged on carpeted areas.
7. All decking and/or equipment must have wooden buttress 1' X 1' X 3/4 under their feet and require structural review for correct placement.
8. No forklifts over 6,000 lbs. are allowed in the building. Only electric forklifts are allowed in the building or garage. No forklifts are allowed on the dock level of the loading dock. No ladders or lifts will be loaned out to anyone.
9. It is the responsibility of the General Contractor to remove all trash associated with their shipment from the Resort property or to make prior arrangements with Convention Management for dumpster rental. Additional fees will apply for dumpster rental, or if Resort has to remove your trash.
10. UL approved electrical cords and connections for electrical usage only. PSAV is the exclusive provider of show power. All requests must go through our PSAV contact.
11. All branding opportunities in a Resort public space must pre-approved by the Resort.

I have read the complete packet of guidelines and will adhere to The Diplomat Beach Resort Policies as outlined.

Company: _____

Signed/Date: _____

Event Name/ Date: _____

Please return back to Catering / Event Manager

TABLE OF CONTENTS

Signature Line	1
Union Labor	4
Life Safety	4
Large Assembly Permit City of Hollywood Fire Rescue	5 - 7
Certificate of Insurance/Indemnification	8
Resort Security Procedures	8
Diagrams/Floor Plans/Permits	8 - 9
Rigging & Overhead Safety	9-10
Show Power	11
Public Areas/Banners/Branding/Registration Desks	12
Column Circumferences for Banner Wrapping	12
Resort Branding Guidelines	13
Carpet Protection (Equipment & Tape)	13
Loading Dock Procedures	12-13
Exhibit Move In	14
Truck Parking/Marshalling	15
Special Provisions for Motorized Vehicles	15
Exhibit Move Out	15-16
Exhibit Trash Disposal	16
Shipping & Receiving/ FedEx® Office	16 – 18
Security - Ballroom/Special Event	19
Drone Policy	19-20
General	23
Technology & Telephone Services	23
Food and Beverage Policies	24-25
Non Resort Employee/ Spa Guidelines	25
Indemnity and Insurance Agreements	26-27
Safety & Security Services	28- 30

Union Labor

The Diplomat Beach Resort is very proud of our quality and service commitment. Our commitment to you, our guest, is that all employees and managers of the hotel are service Ambassadors, committed to providing the finest guest experience in terms of service and in providing a total quality environment. Through a unified approach to problem solving and work tasks, each Ambassador is empowered to take ownership and to actively resolve any guest service issue, no matter how small or removed from that Ambassador's area of responsibility, so that no guest need is denied.

The Diplomat Beach Resort is owned by Thayer Lodging. Organizations meeting at the Resort and employing Outside Companies to work on Resort Property are subject to the Resort's Guidelines for Outside Companies for Production/Exhibit.

The Resort has agreements with two Unions (three Locals): the United Association of Plumbers and Pipefitters Local 719 (Broward) and Local (725) Miami, covering all of the Trades, and the Hotel Employees and Restaurant Employees (HERE) Local 355 covering Uniformed Service.

The Diplomat Beach Resort maintains a good working relationship with the Nation's premier Decorating Companies. Our goal is that the below noted guidelines will assist the outside company partner with the Service Teams in place at the Resort.

Life Safety

The Convention Center at The Diplomat Beach Resort is unique as it is the only structure in South Florida with an assembly room capable of hosting more than 1,000 guests that is not on the ground level. Our unique "high-rise" design employs "horizontal evacuation routes" combined with the "vertical evacuation routes" (emergency stairways) that are specifically designed for the efficient evacuation of the facility in an emergency. Foyer areas are to remain clear and we recommend that these evacuation routes be identified to attendees as part of the conference "housekeeping items".

Additionally, the Florida Fire Prevention Code provides that the Fire Chief may require a standby fire watch be employed. We suggest that production/exhibit budgets provide for at least one representative from the Fire Department for fire watch. Additionally, should the show wish to employ a Paramedic, this two-member team will also fulfill the fire watch requirement.

Our Life Safety system boasts the latest technology. Please note that current ADA Code requires visible alarms, which are bright strobes, located 80" off the floor on the perimeter walls. These strobes are not to be obstructed. The Fire Department, at their discretion, may allow a limited number of these strobes to be obstructed by increasing the number of fire watch personnel employed.

Public space employs beam detector technology in the Fire Detection System. These beams are affected by rigging and other production elements, which may interfere with beam detection system and may require fire department personnel.

Exhibits and displays are not permitted in the Foyer areas. Registration and other table configurations are subject to Resort and City of Hollywood Fire Rescue approval.

The DIPLOMAT

BEACH RESORT

CITY OF HOLLYWOOD
FIRE-RESCUE & BEACH SAFETY DEPARTMENT
DIVISION OF FIRE PREVENTION AND LIFE SAFETY

APPLICATION FOR
"INDOOR LARGE ASSEMBLY EVENT, EXHIBIT AND TRADE SHOW PERMIT"

Convention Services/Catering Manager Contact:

Group Name:

Group Date: From _____ To: _____

Date of Application:

1. Application for a permit must be filed at least forty-five (45) business days prior to the designated permit period.
2. A separate permit application is required for each large assembly event, exhibit and/or trade show. Permits shall be non-transferable.
3. Final approval for any permit is subject to an on-site inspection by the Fire Official or designee at prevailing rates.
4. The permit issued must be posted or accessible at the place of assembly, exhibit and/or trade show.
5. The Fire official or designee shall have the right to deny or revoke any permit, at any time, for any unsafe conditions or acts, or non-compliance with any provisions of the applicable codes.
6. The use of LP Gas cylinders is prohibited.
7. A **separate permit is required for fireworks, pyrotechnics, and open flame devices** other than those approved for cooking or other specialized purposes. The Diplomat's exclusive vendor for pyrotechnics is Zambelli Fireworks (800) 860-0955, dfredrickson@zambellifireworks.com

Name of person, business, company, corporation, or enterprise applying for permit:

Address:

Contact Person:

Telephone number: _____ Fax number: _____

Describe the event, exhibit or trade show for which you are applying for a permit:

Dates for which permit is requested: **(Please indicate actual event times only)**

DAY	DATE	START TIME	END TIME	LOCATION

Name(s) of person(s) responsible for the management and supervision of the event (include mobile number if applicable):

Will portable cooking equipment be used? Yes ☐ No ☐

If yes, describe:

Maximum number of people in attendance at any one time in any or multiple locations (check the box that most clearly applies):

- ☐ Less than 700 persons
☐ Greater than 700 but less than 1,000 persons
☐ Greater than 1,000 but less than 2,000 persons
☐ Greater than 2,000 but less than 3,000 persons
☐ Greater than 3,000 but less than 4,000 persons

A Standby Fire Watch will be required when the number of people in attendance exceeds 700 persons and/or when activities increase the need for additional life safety such as fireworks displays, hazing before a proximate audience and similar activities. Please consult your Event/Catering Manager for pricing details. Any activity that can affect the fire alarm or fire control system will require a Fire Watch.

All hazer's must be water based. Oil based hazer's are prohibited

Four (4) copies of a floor plan or diagram of the seating, exhibit booths, and similar items showing all pertinent details, including exits and exit access must accompany the permit application.

(Note: All exhibit booths, displays, and decorations must comply with the Life Safety Code as to combustibility and construction.)

Documentation is required for all materials being brought in and used in any function room, which includes linen from outside companies and drapery, that those items are flame retardant and in compliance with NFPA 1-8.1.2.3. This information must be submitted with the application.

Will there be any use or storage of flammable/combustible liquids, compressed gases, hazardous materials, hazing or pyrotechnics? **If yes, please describe:**

MSDS REQUIREMENTS

All hazing machines must be water based. The following information must be provided for Fire Marshall Review with this application:

- i. MSDS information on equipment being used
- ii. Date/Time/Location and Scheduled Rehearsal of event (complete grid below)
- iii. Model/Type of Haze machine being used
- iv. A Fire watch /Inspector will be required for all Hazing requirements. Prevailing Rates will apply.

DAY	DATE	START TIME	END TIME	LOCATION

Print and return with appropriate signature and notary seal:

Signature & Title of Applicant

Witness to Signature

Date

Date

(Application must be notarized)

MAIL, FAX OR HAND DELIVER TO:

Catering / Event Manager
Events & Catering Department
3555 South Ocean Drive
Hollywood, FL 33019
Fax: 954-602-8275

Certificate of Insurance/Indemnification

In order for any outside vendor to operate on the premises of The Diplomat Beach Resort, certain insurance requirements must be met, as stipulated by our Corporate Risk Management Department. Please forward a current Certificate of Insurance evidencing the listed coverage as noted on the enclosed Indemnity and Insurance Agreements document. A copy of the signed Indemnification Agreement is also required. We request that these documents be on-file with the Resort 45 business days prior to the first event/activity. Proof of insurance is required by all EAC.

Resort Security Procedures

As a general principal, The Diplomat Beach Resort's Safety & Security Department has exclusivity for **all Security Services performed on Hotel premises**. If a third party vendor is requesting to provide security services in any context (ongoing coverage or on a periodic or special event basis), there are specific Background Requirements that the vendor is responsible for supplying the Hotel with respect to any security personnel assigned to work on Hotel premises. No fire arms are permitted on the premises. Security officers of the third party may not wear any kind of Security Badge. Attire must be Resort appropriate. Please contact your Catering/Event Manager for additional information. Third party vendors must also supply additional General Liability and Worker's Compensation Insurance for all employees as per the Resort's Indemnification Agreement. This request must be submitted 60 days in advance to receive approval.

All Outside Exhibit/Production Company personnel must enter the Diplomat through the Security Entrance located near the Loading Dock. All personnel must show a valid photo ID as well as proof of employment with said company such as a work card or business card, **as well as a copy of the invoice of work to be performed**. Each person will receive an exclusive security identification badge, through The Diplomat Beach Resort Safety & Security Department, which must be worn while in all areas of the property. Each person must enter and exit the hotel each day through Security and return the badge upon departure.

*See additional security section located at the end of this packet.

Traffic Control

Any self-park event that exceeds 500 vehicles requires hotel traffic control Security Officer in the Parking Garage. Two officers minimum are required for events 500-1000 vehicles and four officers are required for 1000-1500 vehicles. All security coverage is based on a four-hour minimum to be charged at \$45.00 per officer per hour. There is a 48-hour cancellation policy for all details, which will result in a full rate cancellation fee. Pop-up Security detail request that arise within 7 days of the shift will be charged at \$55.00/ hour.

Any self-park event that exceeds 500 vehicles also requires **traffic control officers provided by the City of Hollywood Police Department**. Two officers minimum are required for events 500-1000 vehicles, and four officers 1000-1500 vehicles. Off- site parking must be coordinated by client for any event that exceeds 1500 vehicles. 72-hour cancellation policy. To be charged at \$70.00 per officer per hour (4hours and 2 officers minimum).

Bus movements of 8 or more require a City of Hollywood Police Department Traffic Control Officer to be charged at \$70.00 per officer per hour (4 hours and 2 officers minimum).

All Landing events require a City of Hollywood Police Officer to be charged at \$70.00 per officer per hour (4 hours and 2 officers minimum).

Diagrams/ Floor Plans/ Permits

Please forward all correspondence to the Catering/Event Manager.

Hollywood/Hallandale Beach Fire Department regulations must be followed without exception. It is the responsibility of the Production/Exhibit Company to produce scaled diagrams of the Production/Exhibit area. The Exhibit/Production Company is also responsible for the accuracy of the information provided on the fire marshal form. If a fire watch is required by the City of Hollywood all applicable charges will be the responsibility of the resorts client and/or the Exhibit/Production Company. All necessary permits and diagrams must be submitted to the Events & Catering Department **45 business days prior** to booths being sold. Once approved by the hotel, the diagrams/floor plans will be forwarded to the Fire Marshal for approval.

Permit Application Fees: A fee of \$350.00 plus tax per permit will apply for any processing of City Permits.

Four (4) copies of the floor plans/diagrams must be presented with “appropriate detail.” Aisle widths must be indicated. MSDS sheets for every foreign element being brought into the Hotel must be provided. Certificate of showing all items are Flame Retardant needed for drapes and other materials are to be included.

Exhibit Booths are not permitted in our public space/foyer areas unless pre-approved by both Hotel and City of Hollywood Fire Marshal.

Explanation and Plans: The person in charge of a lessee’s exhibition shall submit to the chief, 15 days before public operations, a detailed explanation of the nature of the operation, and two copies of accurately scaled floor plans that show the following:

1. Exhibit/ Production layout
2. Aisles
3. Exits
4. Exhibits
5. EAC Listing
6. Show decorator’s booth/Production booth
7. Location and nature of fire-extinguishing equipment
8. Dates of show preparation
9. Dates when open to public or trade

Compliance with Plans: The person in charge of lessee’s exhibition shall construct, operate, and maintain the exhibit in accordance with this code and the approved plans.

Outdoor Events

All outdoor event areas of the Resort have existing ambient lighting only, which may not be sufficient to deliver the desired outdoor experience for your special events. The resort partners with PSAV, as a preferred vendor for these services, to provide additional outdoor lighting options for your review and consideration. Please consult with your Event Manager or PSAV representative accordingly. The Resort will provide an indoor venue as an alternate location for all outdoor events. The outdoor venue fee per contract will apply if the indoor location is utilized.

Weather Call for all Outdoor events must be made no later than (7) hours prior to the event start time.

- Weather calls for breakfast events will be made by 6:00 p.m. EST on the day prior to the event date
- For beach events, weather call will be made 24 hours prior the event start time.

Hotel Reserves the right to make the decision to move any outdoor function to the reserved indoor back-up space if any of the following conditions exist:

- Wind gusts in excess of 20mph
- Temperature below 60 degrees
- 30% or higher chance of precipitation in the area.

Audio Visual & Show Power (PSAV)

PSAV is a full service production company, dedicated to providing superior services and equipment to our guests. You may contact PSAV at (954) 602 - 8900. Should a group choose to utilize an outside AV vendor, the group must contract with PSAV for the following exclusive services.

Breakouts and guestrooms: In order to facilitate a consistent level of service and maintain the integrity of the Diplomat Beach Resort’s meeting space, PSAV has the **exclusive right** to provide all equipment and labor for breakout rooms, in the convention space, hotel towers, converted hotel rooms, and suites.

Rigging and ground supported rigging: Due to safety and liability, PSAV is the **exclusive provider** of all rigging services, including but not limited to, flown truss, chain hosts, rigging kits, and ground supported truss rigging systems. Production guidelines and rigging documents are available for further information.

Rigging & Overhead Safety

Rigging must be executed by:

PSAV

3555 S. Ocean Drive
Hollywood, FL 33019 P (954) 602-8900

- All rigging at the Diplomat Beach Resort is the sole responsibility of PSAV. This includes social décor rigging. PSAV is most familiar with the hotel's meeting and event rooms and are ready to handle all of your rigging requirements. Our hotel is equipped with permanent rigging points and sky hooks. As part of our comprehensive safety and risk management program our points are periodically load tested and inspected.
- **Please note:**
 - ***Great Hall, Grand Ballroom, as well as the Diplomat Ballroom all have rigging points installed with motor capabilities and have dynamic loading limits of 1000 lbs per point.***
 - ***Atlantic Ballroom and Regency Ballroom have sky hook capability only and have static loading limits of 200 lbs per point. This allows for basic lighting and projection to be hung from the sky hooks. Truss and other large production elements are not permitted to be flown from the sky hooks.***
- PSAV is required to approve all rigging designs and provide the necessary rigging labor and equipment for load in and out for any equipment attached to the hotel's rigging system. PSAV and/or the Diplomat Beach Resort reserves the right to deny access to the hang point systems.
- A scaled rigging plot (.dwg, or .vwx) must be submitted to PSAV 21 days prior to the scheduled load in for review. If this form is not received 14 days prior to load in, additional rigging fees may apply.

A CAD file of the rigging points can be requested from your PSAV sales manager.

- Please use our quick and easy online form to schedule your event: <https://www.psav.com/RiggingForm/>
- Rigging plots must contain a list of flown equipment in addition to the completed rigging plot. Hang points must reflect the weights they will bear and must be on this document. Plot acceptance is dependent upon a comprehensive safety review, based on OSHA/ANSI compliance, industry standard, and manufacturer guidelines.
- A charge per event will be assessed for a comprehensive safety review by our Rigging Supervisor. This review will verify point load calculations, staffing needs, equipment needs and CAD support to provide feedback on the initial rigging plot. Additional CAD assistance is available if needed and can be provided for an additional charge.
- PSAV reserves the right to refuse any set up that exceeds weight limits, deemed unsafe or does not utilize existing hang points.
- If a rigging plot is received by our office that does not respect the hotel's rigging regulations, the client has the option to redesign their event or have our office redesign the plot at a cost of \$150 per hour five (5) hour minimum. It is highly suggested that all production companies conduct a site survey.
- Companies requiring rigging must use riggers appointed by PSAV. This includes social décor hung from the rigging points - there are no exceptions to this rule.
- A minimum of two riggers are required, with a minimum of 5 hours. You are required to reserve your riggers at least 14 working days prior to your event.
- Hanging from air-wall tracks is **not** permitted at the Diplomat Beach Resort.
- Under no circumstance may a person be suspended, walk or climb upon any point or suspended structure without additional certification and insurance and must have 45 days advanced notice for preparations.
- PSAV is the exclusive provider of truss, all chain hoists and rig kits used on property.
- All flown instruments/decor must have a steel safety cable. Any instrument flown must be in a safe condition. All nuts and bolts used overhead must be rated and all wire rope clips and overhead hardware (eyebolts etc.) must be forged and U.S.A. made. All span-sets must be backed up with a steel safety. PSAV reserves the right to refuse any cables/hardware deemed unsafe. Any equipment on a tower, lighting tree or similar must also have safety cable back up. Any dynamic (moving) element requires an arrester device. PSAV approved riggers reserve the right to refuse any instrument/equipment deemed unsafe.
- Additional weight cannot be applied to flown equipment after PSAV riggers leave the room.

Poly-Tak

- For the protection of all carpeted areas, Poly-Tak is required where road/equipment cases or where an electric motorized personnel lift enters the carpeted event space.
- **If the outside company is not able to provide the Poly-Tak, it may be purchased directly from PSAV on site.**
- Any Poly-Tak applied by an outside provider must be removed and disposed of by that provider. Failure to do so will result in a removal fee.
- Black or Gray Gaffers/Carpet Tape are the only colors permissible on carpeted surfaces.

Guest Room

- For the safety and security of Diplomat Beach Resort staff and guests only PSAV staff can provide AV service to guest rooms. Outside vendors are not permitted in guest room areas. PSAV has exclusive rights to handling any and all AV that goes into sleeping rooms or sleeping rooms converted to meeting space.
- Contractors are forbidden from entering any guest room areas or any back of the house areas other than the areas in which the contractors will be directly working in.
- Use of the guest elevators is forbidden at all times for movement of equipment.

Audio/House Sound System

- All internal house-sound systems are operated by the PSAV at the Diplomat Beach Resort. Any company not contracting with PSAV for their audio requirements will be required to bring in their own external sound systems. Please contact the PSAV Sales team for house sound patch pricing. Any company found using their equipment in the in-house sound system will be charged \$1000 per room per day of violation.
- Sound levels are to be appropriate for the contracted space and are not to interfere with activities of any other group. Please respect any request regarding sound levels you receive. The hotel reserves the right to terminate any event in case of inappropriate sound levels. Sound checks for rehearsals must be approved in advance.
- It is the responsibility of all companies entering the Diplomat Beach Resort to check any wireless frequencies being used by your company against those being used by PSAV. This should be done on a daily basis. Any cross-talk on wireless units will be considered the fault of the outside production company. The outside company will need to take those channels out of service.
- All outside events must adhere to sound ordinances designated by the City of Hollywood

Public Areas/Banners/Registration Desk

The Diplomat Beach Resort prides itself on the appearance of the public areas of the Hotel. We are confident that the impressions of quality you received from our public space played a key role in your selection of our property. Your adherence to the policies outlined below will ensure the proper environment for all guests of Diplomat Resort & Spa.

- We do not allow exhibit booths, banners, or displays in our public space/foyer areas (Diplomat & City of Hollywood Beach will review public space & foyer sets case-by-case if requested).
- Registration Desk locations must be approved in advance by your Catering/Event Manager.
- Public area and lobby furniture have been placed for your guests' comfort and enjoyment. We are limited, due to storage space and possible damage, from moving furniture.

All banner installation must be accomplished by The Diplomat Beach Resort Engineering Department or PSAV for banners larger than 4x8 or banners that require rigging from ceiling hang points. The Diplomat Beach Resort Engineering Department banner hanging guidelines are as follows.

- Banners that are displayed in and around the property must be done so as to not damage or deface the property. Banners may not be hung or attached to a wallpapered wall, fabric wall, and columns in the convention center, glass around the escalators or a painted wall.
- Due to the unique design of the Hotel's public space, your Catering/Event Manager will be able to assist you in the placement of your banners and registration desk. This will allow for optimal utilization of public space and insure adequate traffic flow throughout the Hotel.
- Cost options for banner hanging through the Diplomat Engineering Department are as follows:

- 1) 1 or 2 Banners hung with magnets on an air wall without a lift will be a flat rate of \$50.00 per Banner 6x6 or smaller.
 - 2) 1 or 2 Banners hung with magnets on an air wall with a lift will be a flat rate of \$60.00 per Banner 6x6 or smaller.
 - 3) Banners can be hung on an hourly rate of \$100.00 per hour with a 2-hour minimum.
 - 4) All registration foyer areas are an hourly rate (\$100.00 per hour 2 hour min.) to include all foyer areas as well. Above the registration desk is negotiable.
- PSAV is the exclusive vendor for Rigging of banners. Please contact PSAV directly to make advanced arrangements.

Column Circumferences for Banner Wrapping:

Must be approved in advance by hotel. Hotel reserves the right to decline requests received. Columns are incrementally smaller as the columns rise higher into the convention center space. Here are the four most typically used columns and their circumferences:

- Lobby level CC (west end / bottom of escalator) 8' 1-3/4"
- Ballroom level (east end / top of escalator from lobby to BR) 7' 7-3/4"
- Ballroom level (west end / bottom of escalator from BR to GH) 7' 8-3/4" (this is an inch bigger than the one across from it)
- GH level (east end of escalator from BR to GH) 7' 6"

Banners must overlap on column circumferences. Direct taping/adhesion to the paint finish is strictly prohibited. To ensure a minimum overall overlap of at least 4" inches from the largest circumference number, which will take into account media material for installation using either double-sided tape, Velcro or some other means ***other than direct taping/adhesion to the paint finish***. There should also be "field" calculations allowance for the measurement, so when wrapping the columns the field border still allows for a clean, uncovered message without overlap. Customer / Group will be billed a fee of \$1500.00 to cover repair cost to any columns where this policy was not adhered too

Equipment Rental:

Any equipment requested **not** in inventory **or** listed below will be charged:

6ft x 8ft risers	24" height (<i>These are adjustable to 30" and 36" max height</i>) 30" height (<i>These are adjustable to 36" and 42" max height</i>)	\$109 per piece
Camera Risers	4ft by 8ft	\$65 per piece
Dance floor	4ft x 4ft pieces	\$15 per piece
Podiums		\$45 Each
Easels		\$15 Each

Hotel has limited quantities of Dance Floor and Riser Pieces. For more information and reservations please contact your Catering/Event Manager.

Resort Branding Guidelines

Comprehensive Hotel and/or Convention Center branding is available to groups of 850+ rooms on peak night(s). However, branding in specific contracted space will be considered if a group is less than 850 rooms on peak night(s). The installation and removal of graphics should be accomplished over the groups contracted peak nights and/or when the group has full control of the meeting space. The installation dates/times for branding must be coordinated with your Event/Catering Manager.

All precautions must be taken to avoid any kind of damage to the textured walls and painted surfaces of the property. For adhesive branding, a non-residue static cling is preferred and the lowest possible grade of adhesive should always be used. Direct taping/adhesion to the paint finish is strictly prohibited. All walls/surfaces must be cleaned and free of any debris/residue after the removal process. Group will be responsible for any and all repair costs for any damages incurred to the elevators, hotel painted and fabric wall/surface areas during the installation/removal process. *Please refer to Page 10 of the Resort Guidelines for additional information pertaining to public areas and banners.

Your Event/Catering Manager is able to provide you with a schedule of applicable fees for use of hotel space for branding purposes. Please note that these fees do not include the materials, installation and/or removal.

Carpet Protection (Equipment & Tape)

Please help us protect our asset. **The carpeting in travel routes (exhibit aisles), storage, and back stage areas are to be protected with a product called Poly-Tak (Carpet Mask), which is a self-stick adhesive visqueen and or plywood depending on weight of equipment or items displayed in booths.** Carpet Protection is required for both move-in and move-out. The hotel reserves the right to inspect the amount of floor covered and how floor is protected and advise without dispute, if more coverage is required. Additional fees would apply for additional material needed to properly protect function space.

Orders are to be placed no later than 2 weeks in advance of the scheduled exhibit move-in date. For pricing and ordering information, please contact:

All fork/scissors lifts, if used, must be battery operated (not propane or gasoline). Operators must provide certification prior to operating any fork/scissor lifts. **Carpeting must be covered with Poly-Tak (Carpet Mask) in all locations on which forklifts or other heavy equipment will travel.** All tires must be non-marking with minimal tread. Any use of pallet jacks or similar lifting equipment in the Great Hall or Grand Ballroom require plywood/Masonite or similar hard surface material be used over the poly-tak to prevent damage to the floor structural integrity.

Should the Outside Company damage Hotel property, or have an injury, it is the responsibility of the Outside Company to immediately report the incident to Hotel Security.

We request that cord covers be used wherever possible. When gaff tape must be used, **duct tape is not allowed.** We specify that it be the type that is non-marking and black in color. When lifts are used, please ensure the wheels are non-marking with minimal tread. It is the responsibility of the Outside Company to provide the above equipment.

Loading Dock Procedures

Freight carriers will be directed to the marshal yard upon arrival, where drivers are required to check-in with the Resort Security team. All vehicles 38' or longer are required to **reverse** in from S. Ocean Drive. Assistance may be obtained Monday – Friday 7:00 AM – 4:00 PM by calling 954-658-0989 just prior to arrival and outside of these days and times @ 954-602-8800. Oversized Freight will be ground loaded/unloaded east of the trash compactors by forklift. All vehicles parked in the marshal yard that will be unattended must display The Diplomat Beach Resort parking permit issued by the Resort's Safety & Security Department. Towing is strictly enforced. Please note The Diplomat Beach Resort is a non-smoking facility and this includes the loading dock area.

No storage is available on the dock level; all load-in and load-out must flow from the truck to the show floor. At no time will freight be allowed to block egress on the dock level. Oversized freight staging for the freight elevator must be coordinated through the Resort Security team. Oversized freight for the Diplomat dock is defined by any piece larger than 7'H x 5'W. Forklifts are restricted from operating on the dock level. All material handling equipment must be supplied by the General Contractor. Dock operations are restricted to loading and unloading only. Trailers may not be detached from the tractor while docked unless coordinated with the Resort Security team and, under no circumstances, will detached trailers be allowed to remain docked overnight. Dock operations are restricted between the hours of 10:00 PM and 7:00 AM per noise ordinance enforced by the City of Hollywood. All engines must be shut down while docked.

It is the responsibility of the General Contractor to remove all pallets, crates, trash, and shipping materials associated with their shipment from the dock area. The Resort's dumpsters are reserved for collection or our normal operating trash deposits. General Contractors are required to haul move-in/move-out trash off site or arrange for "special service" at their expense. It is quite easy to set up an account with Waste Management Services. They can provide an open bin to be placed opposite the freight elevator for your exclusive use. You may schedule intermediate pick-ups and final removal with them directly by calling: 954-974-7500, ext. 717.

Exhibit Move In

Loading Dock (Port of Entry) and elevator access must be scheduled in advance with Catering/Event Management. Loading Dock requests must be received at least 2 weeks (14 business days) before receiving loading dock time.

The freight elevator is controlled by the Hotel and is not reserved for "exclusive" use. Under no circumstances may the General Contractor refuse access or entry to the elevator at any time. Should this occur, an incident report would be furnished to the Director of Events & Catering. The hotel is not responsible for any mechanical malfunctions that may delay scheduled move in or move out times. The hotel is also not responsible for delays involved in move in or move outs.

Hotel Security must be employed during move-in/out. A minimum of (3) Security Guards must be employed during move in/out and stationed to monitor the Loading Dock, Freight Elevator, and Destination Ballroom. The smaller elevators are self-operated and are not designed for powered pallet jacks, only for hand trucks.

The Rate for Security & Elevator Operator Services is \$45.00 per hour with a four-hour minimum schedule, per officer.
Rate subject to change without notice.

The hours of operation for the Port of Entry are 7:00 AM to 10:00 PM.

NOTE: FORKLIFTS ARE NOT ALLOWED ON THE LOADING DOCK, PARKING GARAGE OR MARBLE FLOORING.

The Ballroom Levels are accessed by elevator. It is the responsibility of the Outside Company to verify all measurements and an items ability to be moved by the elevator. There are three (3) loading docks on the South side of the building designated to service the freight elevators. There are three (3) small freight elevators (5'L x 6'W x 8'H. Weight limit 5,000 Lbs.). Freight must clear a 6'Wx7'H doorway to enter the freight elevators. Additionally, there is one (1) large freight elevator (19'L x 11'W x 10'H. Weight limit 20,000 Lbs.) that is accessible from street level or from the mentioned Port of Entry. The Hotel controls access to the large freight elevator.

We will require a pre-move in inspection of all areas of the property that will be used by an exhibit or production company (hereafter refer to as the company) and a post inspection. These inspections should be pre-arranged between the company and the Catering/Event Manager. The Exceptions Form will be used to release your company from all pre-existing conditions. The inspection and documentation must be completed before any aspect of move-in can begin.

Lifts delivered to the Hotel should not arrive until the day prior to move-in. Engineering and Security personnel must approve the lift prior to operation in the property.

Truck Parking/Marshalling

Based on the configuration of the Port of Entry, no truck parking is allowed at the dock. Overnight truck parking is available across the street at the Marshalling yard. Violators will be sited by the City of Hollywood and/or towed. Marshalling any area on site is prohibited. Under no circumstances is A1A/Ocean drive to be blocked, drivers will be subject to ticketing by the City of Hollywood.

Please advise the drivers of a long back in. It is strongly suggested that all delivering agents be advised to restrict vehicle size to 53' or less; anything larger will cause undo functional stress to the area due to the limited turnaround and limited dock access. The driver will need to back in and make a semi-blind 135-degree turn.

Overnight tractor staging is not available on site. Violators will be sited by the City of Hollywood and/or towed. Marshalling any area on site is prohibited. Should your show require truck parking and/or a Marshalling area, it is the responsibility of Show Management to arrange. Under no circumstances is A1A/Ocean drive to be blocked, drivers will be subject to ticketing by the City of Hollywood.

Diplomat Marshalling yard:

Overnight parking is \$75 for trailers per night.

Daily parking is \$25 will apply to trailers & extended vehicles (Van, medium size trailers).

All the parking arrangements must be requested through the Hotel's Security or your Event Manager.

All Vehicles must collect a Parking Pass at the Hotel's Security Department, located at the Dock

Failure to place parking pass on windshield result in towing.

Sources of Parking/Marshalling include:

Diplomat Safety & Security (954) 602-8800

Gulfstream Park (954) 457-6187

Hollywood Dog Track (954) 924-3200

In addition, when establishing travel routes to the Diplomat, please consider that the best approach is Hallandale Beach Boulevard to Ocean Drive North; however, Hallandale Beach Boulevard is subject to heavy traffic in season. There is a North to South approach via Hollywood Boulevard; however, there is an issue with accessing the Diplomat due to the U-turn.

Special Provisions for Motorized Vehicles

Any exhibit/product that is mechanical in nature must provide additional floor covering to prevent damage to carpet.

- A. Definition: Motorized vehicles shall be defined as any vehicle that is propelled by an internal combustion engine using Class I or Class II fuel such as, but not limited to automobiles, trucks, motorcycles, aircraft, or watercraft.
- B. All motorized vehicles displayed, shall have batteries disconnected at the “hot” lead. The lead shall be safely secured.
- C. Fuel supplies in vehicles on display shall not exceed ¼ of a tank of gas. The tank must be purged with carbon dioxide (CO₂).
- D. All motor vehicle tanks containing fuel shall be furnished with locking type caps or sealed with tape to preclude inspection by viewers. Tractors, chainsaws, power plants, and other fuel-powered equipment shall be safe guarded in a similar manner.
- E. All motor vehicles must be clean before entering exhibit/ballroom space. Runners must be in place at all move in/move out entries consisting of Poly-tack.
- F. Vehicles on display require Poly-tack and a drip pan.
- G. A key to the vehicle is to be supplied to Resort Security. A \$50 special/handling services fee will apply.

Exhibit Move Out

NOTE: FORKLIFTS ARE NOT ALLOWED ON THE LOADING DOCK.

Security as noted under the “Move In” section of this document.

The area used is to be inspected after teardown and move-out, preferable by those persons who perform the move-in inspection. The signed document release form should be brought to the inspection. It is understood that the contractors could be held liable for any damage to the area that occurred during the contracted dates of the production/trade show. Compensation for those damages is to be handled by the Outside Company.

It is understood that the Company will present back to the hotel a clean, empty area upon completion of tear down and move out. All materials related to the show and all trash is to be removed by the Company. Your organization will be financially responsible for any repair or clean up resulting from your failure to abide by these guidelines.

Exhibit Trash Disposal

The General Contractor must remove all waste materials and trash generated by the show daily. Failure to comply will result in a trash removal fee of \$2,500.00 this guideline includes removal of trash in individual exhibit booths and P4 level. The Diplomat Beach Resort reserves the right to charge additional clean up fees for trash left behind by the exhibitor or General Contractor. For shows expecting to generate large quantities of trash, the General Contractor may request an additional 20-yard rolling dumpster at the Loading Dock for their exclusive use. Please note that the Resort's dumpsters are reserved exclusively for collection of the Resort's daily operating trash deposits. General Contractors are required to haul move-in/move-out trash off site or arrange for “special service” at their expense. The Catering/Event Manager will make arrangements to have this equipment in place and should be notified at least 2 weeks in advance of production move in. A charge of \$1,100.00, which includes both delivery and pick costs, will be assessed for this service. Rate subject to change based on weight. Resort will provide a clean room in and the General Contractor will return a clean room out.

A Minimum clean up fee of \$2500.00 will be charged to the client for any use of confetti & clean-up in hotel public areas, P4 level and or hotel function space.



The Diplomat Beach Resort Package Shipping

FedEx® Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the hotel must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive 3–4 days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not ship any items to the attention of the Hospitality Manager or Catering & Conference Manager, unless the items are specifically for their use (i.e., hotel specifications, rooming lists, signed documents); this includes any room drops or deliveries to any other area of The Diplomat Beach Resort. Shipments are held for a limited number of days.

If a package has not been picked up and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office Business Center at 954.458.6578. Package deliveries should only be scheduled after the recipient has checked into the hotel.

PACKAGE LABELING STANDARDS AND FedEx® OFFICE CONTACT

Hold For Guest: (Guest Name) (Guest Cell Number)
c/o FedEx Office at The Diplomat Beach Resort
3555 South Ocean Drive
Hollywood, FL, 33019
(Convention / Conference / Group / Event Name)

Box ____ of ____

FedEx Office Business Center
The Diplomat Beach Resort
3555 South Ocean Drive
Hollywood, FL 33019
Phone: 954.458.6578
Fax: 954.458.6588
Email: usa5718@fedex.com

Operating Hours

Mon – Fri: 7:00a - 7:00p

Saturday: 8:00a - 4:00p

Sunday: 10:00a - 4:00p

Shipments with Special Requirements

Meeting and event planners, exhibitors and attendees are encouraged to contact FedEx Office in advance of shipping their items to The Diplomat Beach Resort with any specific questions. If you have any special needs (e.g., refrigeration requirements, after hours delivery requests, or changes to your meeting dates or rooms), please work directly with your Event Manager, who will communicate these needs to FedEx Office in advance of your event.

On-Site Package Delivery

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of The Diplomat Beach Resort, but please consult with a FedEx Office team member for specific delivery limitations that may exist. In cases where a drayage company or a meeting decorator is used, FedEx Office team members will work closely with those vendors for proper package routing and release items directly to those vendors if they are on the property when the shipments arrive. Any decorator or drayage packages requiring overnight storage by FedEx Office will be assessed a handling fee. If your meeting /event is being handled by a drayage company or decorator, please ensure your shipments are being sent directly to the drayage company's or decorator's specified address. Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting or disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts. For moving packages internally from Meeting Room to Meeting Room, the pricing is as follows:

A labor fee of \$17.50 for every 15 minutes or \$70 per hour will apply.

Package Delivery to Guest Suites/ Meeting Rooms

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites at The Diplomat Beach Resort, but please consult with a FedEx Office team member for any specific delivery limitations that may exist. FedEx Office is not authorized to leave packages unattended in guest suites and/or meeting rooms. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in guest rooms and/or meeting rooms.

Upon Your Arrival

Packages will be available for pickup at the FedEx Office business center; a handling fee will apply. Packages, pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at **954.458.6578**; a delivery fee will apply. Package deliveries should only be scheduled after the recipient has completed the check-in process. In order to maintain the proper chain of custody, FedEx Office requires the package recipient's signature before a package can be released from FedEx Office. Release signatures are captured at the time of package pickup or package delivery to the recipient.

Upon Your Departure

FedEx Office offers pack and ship services and packaging supplies, such as boxes, tape, etc., which are also available for purchase at the FedEx Office business center. All outbound packages must have a completed carrier airbill affixed to each package. FedEx Express® shipping boxes and airbill forms are available and are complimentary. Outbound packages and freight to be picked up by a third party courier should be coordinated directly with those vendors, and communication should be sent to FedEx Office, indicating when those items will be picked up. FedEx Office will not make arrangements for freight or third party courier transportation and/or pickup. Outbound handling fees will be applied to all packages and freight, regardless of carrier, in addition to shipping/transportation fees.

Packaging Handling and Storage Fees

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY FEDEX OFFICE
Flat Envelopes	No Charge	\$ 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
Over 60.0 lbs.	\$35.00	\$70.00
Pallets & Crates*	\$150.00 or \$0.75/lb. > 200 lbs.	\$150.00 or \$0.75/lb. > 200 lbs.

Package 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.

Additional Services

Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting and disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Flat Envelopes	No Charge
0.0 – 10.0 lbs.	\$5.00
11.0 – 30.0 lbs.	\$10.00
31.0 – 60.0 lbs.	\$15.00
Over 60.0 lbs	\$25.00
Pallets & Crates	\$50.00
Over 6.5' in Size	\$25.00

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 oversized and will be assessed an additional oversized fee if stored for more than five (5) calendar days.

Terms & Conditions

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state, and federal laws, including those governing packing, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. Neither the Hotel nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Hotel nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt at the Hotel, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the Hotel or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.

Inbound Exhibitor Shipments – When General Contractor is NOT on-site

The Resort partners with FedEx Office to receive, inventory, store and deliver all packages/materials sent to the Resort. Since the major carriers (UPS, FedEx, DHL, etc.). Delivers packages to the Resort in bulk, it is highly likely that the Resort will accept exhibitor packages including those addressed to the General Contractor.

- Exhibitor Shipments are to be sent to the General Contractor, not the resort. The resort will refuse any obvious exhibit freight that does not arrive with the major carriers (FedEx, UPS or DHL); however, it is not the resort's practice to refuse shipments. The General Contractor may request FedEx Office to accept all freight in their absence – this must be done in writing by email to usa5718@fedex.com or by fax 954-602-7000.

Inbound Exhibitor Shipments – When General Contractor IS On-Site

- All Exhibitors Shipments must be addressed to the Convention Center address at **3555 S. Ocean Drive, Hollywood, FL 33019** “in care of” the General Contractor. It is the responsibility of the General Contractor to receive these shipments. The resort will not handle shipments addressed to the General Contractor when packages are sent to the Convention Center address and the General Contractor is on-site. Once the General Contractor has taken possession of their own packages/goods at the Convention Center, it is the responsibility of the General Contractor to adhere to The Diplomat Beach Resort Dock Master's material handling policies.
- Advance Shipments, addressed to the General Contractor, received by the Resort (prior to the General Contractor's arrival on-site) are subject to FedEx Office of handling and storage fees. The Resort requires that the General Contractor advise Exhibitors of this policy and of the additional handling fees that will apply.
- Advance Shipments addressed to a specific exhibitor / guest that are received by the Resort, will be logged in the FedEx Office hotel inventory and will be subject to all applicable storage, handling and delivery fees. FedEx Office will deliver these packages to the attention of the intended recipient as directed, including the trade show floor. The General Contractor will not intercept these packages at any point of delivery.

Inbound Exhibitor Shipments – When General Contractor IS on-site Cont'd

- All packages that are *received on behalf* of the **General Contractor** will not be released if a method of payment has not been received. The **General Contractor** should establish an account with the **FedEx® Office**.
- To better serve the needs of our guests, and in order to accurately direct/inform the exhibitors/guests as to where their packages are located, it is suggested that both the **FedEx® Office** and the **General Contractor** maintain separate **Package Logs** and exchange this information periodically. Once the Show Services Desk is established, we ask that the **General Contractor** contact Service Express (touch “O”) to identify the Show Services Desk contact person and telephone number, so that all relevant phone calls are transferred appropriately. We also ask that you establish contact with the Event / Catering Service Manager.
- Individual Exhibitors delivering their own materials will be directed away from the Resort's Main Entrance and to either the Convention Center Lower Lobby or Loading Dock (based on size). The Luggage Ambassadors will deliver the materials to the exhibitor's assigned booth if requested by the Individual Exhibitor. The General Contractor will not intercept these packages at any point of delivery.
- To better serve the needs of our guests, and in order to expedite the exhibit load-out process, inquiring guests will have the option to use the FedEx® Office for shipment of outbound packages in addition to the option to utilize the service provided by the **General Contractor**. Based on the demand for FedEx® Office, a remote desk will be set-up in the foyer of the Exhibit Hall for FedEx® Office to assist exhibitors with outbound shipments. Should an Exhibitor prefer or require the services of the FedEx® Office, the **General Contractor** will allow all identified packages to remain in the specified booths on the show floor and FedEx® Office will remove these packages accordingly.

Outbound Exhibitor Shipments

Any charge-backs to the Resort associated with Exhibit shows will be the responsibility of the Decorating Company.

The hotel will not be responsible for damage to or loss of any articles left in the Hotel prior to, during or following any function by the customer or his/her guests.

Security - Ballroom/Special Event

All Special Event Security is to be coordinated through the Hotel's Security/Events & Catering Department.

Due to the design of the Diplomat, Regency, Atlantic and Grand Ballrooms, as well as the Great Hall, these rooms are not necessarily secure. Should your group wish to secure any of the Ballrooms, Special Event Security will need to be employed.

The Hotel is not responsible for theft or damage to any property of the company. Security arrangements are the responsibility of the client and must be pre-arranged.

**** See additional Security information at the end of this packet.***

Hilton Drone Policy

I. Contracting a UAS Commercial Operator for marketing, advertising, videography or photography.

A. When contracting a UAS Commercial Operator for the capture of video footage and/or photographic images, the following procedures apply:

1. The UAS operator must abide by all applicable laws in the relevant jurisdiction.
2. The operator must comply with all pilot and device registrations required by the relevant jurisdiction. For example, in the United States, the Federal Aviation Administration (FAA) imposes certain licensing or registration requirements on pilots and devices. **Link:** <https://faadronezone.faa.gov/#/>
3. Verification and request of UAS Commercial Operator credentials including:
 - a) A current pilot certificate or flight ID card for the person who will operate the UAS for the jurisdiction the UAS will be operated in.
 - b) UAS registration or certification documents. In the United States, this includes a copy of the entire 333 Exemption issued to the company.
4. A copy of the contract between the pilot and the exemption holder (unless they are the same).
5. A signed copy of Hilton's "UAS Services Agreement."
6. A copy of the proposed operational and safety plan for Legal and Corporate Safety & Security review.
7. A copy of the Certificate of Authorization (COA) required for operation.
8. A copy of any additional license or permits required in the relevant jurisdiction for the pilot or UAS.
 - a) By way of example, in the United States, 17 states require a state aircraft license for any UAS that will be flown as part of the operation.

Note: All documentation gathered must be retained in accordance with Hilton's Record Retention Policy.

B. Guest Relations

1. Legal and public relations considerations require guests who could be in an area where a UAS might be operating or filming be properly informed of UAS operations.
 - a) Inform guests in advance of pending UAS operations. Offer the opportunity to view operations from a safe distance.
 - b) Consider creating a temporary viewing area with protective netting or other overhead cover.
 - c) Clearly mark the UAS operational area with a boundary to keep all non-participants at least 500 feet from the UAS while in flight.
 - d) Obtain consent (signed waiver) from any guests entering the operations area to participate in the operation.

e) Immediately cease operations if non-consenting individuals enter the operations area.

f) Hovering a UAS in front of guest's room balconies, windows or any other locations that provide a line of sight into a guest room is strictly prohibited.

g) Hovering a UAS in front of a hotel conference room or ballroom window, balcony or any other locations that provide a line of sight into a conference room or ballroom is strictly prohibited, unless the operator has received authorization from the hotel to do so when there are no meetings/events in the conference room or ballroom space.

C. Supervise Flight Operations

1. All commercial operators will have a list of specific operational requirements contained in the paperwork they submit to the property (e.g., a 333 Exemption and COA).

Some, but not all, common requirements are:

a) Use of a specific make and model of UAS marked with an official registration number issued by the applicable aviation administration.

b) Filing a Notice to Airmen (NOTAM) or similar form in advance of the flight.

c) Coordinating with Air Traffic Control as required depending on weight of UAS.

d) Communicating with airports as required.

e) Altitude restrictions.

f) Airport distance restrictions.

g) Incident reporting.

h) Operation by licensed pilot.

The following conduct is expressly prohibited:

- Operation of a personal/recreational UAS on hotel property, corporate offices or any Hilton premises.
- Operation of a commercial, personal/recreational UAS indoors on hotel property, office or any Hilton premises.
- Using a personal/recreational UAS for commercial use for the purpose of recording video footage or photographs of the hotel, office, or for any other purposes without express permission from the hotel, and compliance with this SOP.
- Commencing or approving UAS operations on Hilton premises without completing the verification procedures and receiving approval from Safety & Security and Legal.
- Hovering a UAS in front of guest room balconies, windows or locations that provide a line of sight to a room is strictly prohibited.
- Hovering a UAS in front of a hotel conference room or ballroom window, balcony or any locations that provide a line of sight to a conference room or ballroom is strictly prohibited unless the operator has obtained express written authorization to do so from the hotel when there are no meetings or events taking place in the conference room space.

Operating any commercial UAS at a location where there is an airspace restriction due to the proximity of: Restricted Airspace, Temporary Flight Restrictions, Stadiums and Sporting Events, Wildfires, Airports, Prohibited Areas, Restricted Areas, Warning Areas, Military Operation Areas (MOAs), Alert Areas and Controlled Firing Areas (CFAs).

- A UAS shall not be used to monitor or record areas where there is a reasonable expectation of privacy in accordance with accepted social norms and laws. These areas include but are not limited to restrooms, locker rooms, individual guest rooms, changing or dressing rooms, and health treatment rooms.



Say it big, say it fast with custom signage.



Set yourself apart with standout signage. When you need to show off your products, promotions or organization, rely on our state-of-the-art technology for high-quality signs and graphics to make you look brilliant. Need it fast? Cut out days of print and delivery times with our industry expertise and streamlined service.

Get Expert Quality for Your Big Ideas

When you need consistent color matching to reflect the quality of your brand, turn to FedEx Office. Our network of professional Signs & Graphics production facilities throughout the U.S. offer dependable color matching and consistent high quality — so your signage printed in one location will always match signs printed in another FedEx Office production location.

Take the Uncertainty out of Nationwide Distribution

Consult with our experts to help with complex large-format printing jobs when you need custom solutions to get your signs up in record time, even nationwide. Our unique combination of expertise, quality and distribution network gets your message out faster, further.

Let's Make It Happen

Find out how FedEx Office can do more for you.

Contact:

Gregory A. Spain Jr.

Event Solution Consultant

1.954.218.2129

gregory.spain@fedex.com

Learn more at fedex.com/conventions.

Say It Your Way

Choose from a wide range of custom sign, banner and poster options, including metal and plastic signs, magnetic vehicle signs, oversize photo enlargements, canvas prints and large-format presentation materials. We also provide a wide range of adhesive lettering and window cling solutions, so you can put your message up almost anywhere.

- Signs and banners
- Window clings
- Brochures
- Posters
- Presentations
- Elevator and escalator wraps
- Column wraps
- Flyers
- Floor graphics

General

Storage is not permissible in foyer or service corridors. All crates, boxes, additional equipment, etc., must be removed prior to show and returned at end of show. Events & Catering Management must approve all banner locations.

Exhibits requiring a large amount of refrigeration must rent a refrigerated truck and coordinate dock space in advance.

All freight must be transported on dollies and not pushed on the carpeting. Nothing may be placed against any wall. A 2 feet safety clearance of all structural walls and air walls must be maintained. This guideline includes ladders, exhibit booths, etc.

General maintenance of the exhibit area, i.e. vacuuming, light trash removal, will be the responsibility of the General Contractor. All trash created by the company during set up is to be removed by the company. In addition, it is the responsibility of the General Contractor to maintain the entire exhibitor area for which you have contracted. It is further understood the Hotel will be responsible for cleaning any items related to food and beverage functions sponsored by the group or individual exhibitors through the Hotel.

The Diplomat Beach Resort does not provide miscellaneous items such as chairs, tables, ashtrays, punch bowls, easels, etc. to exhibitors. The General Contractor must provide these items.

The use of Helium Balloons and Confetti require special attention due to their interference with the Life Safety System. Please notify your Catering/Event Manager in advance if there are plans to use these items. A clean-up fee will be posted to the Master Account. Pricing will be determined according to the event. Minimum \$2,000.00

All fabric/textile material, both natural and synthetic, brought into the Hotel from outside sources must be treated with a flame retardant. All sub-contractors (and/or their sub-contractors) must be prepared to provide documentation of flame retardancy that meets or exceeds **NFPA 701**. Some fabric/textiles meet the Boston Code of the California code, or all three codes. Any one or all would be accepted. If the documentation/certificate states that it is limited to a certain number of wash cycles, the owner of the material should have additional documentation, indicating a recent re-treatment.

This code applies to any fabric/textile used in the hotel, including but not limited to: table linen, chair covers, table skirting, drapery, exhibit booth drapery, curtains, plant bedding, and decorations.

Service Fees

In addition to the sleeping room rates set forth in the Sales Agreement, service fees will be posted to the Master Account. These service fees are subject to change without notice. Currently, the service fees are as follows:

Room Attendant: \$4.00 per room, per day.

Porterage

The porterage for group arrival/departure is a mandatory porterage charge of (\$6.50 in/\$6.50) out per person, plus an applicable charge of \$1.00 in/out per person Hotel facility & administrative fee, retained by the Hotel. These costs are assessed to all group arrivals or departures to/from the Hotel at the time of check-in or departure, requiring luggage handling or requiring any form of transportation to/from convention center or main hotel entrance. The mandatory porterage charge of (6.50 in/\$6.50) is paid in entirety to employees providing the porterage service.

Room Drop

In Room Deliveries start at \$4.00 per room up to 4 items and \$2.00 for each additional item. Some restrictions apply based on size and weight. For items that can be slipped under the guest room door, a delivery fee of \$1.50 per room per item will apply (\$0.50 additional to add stickers or bellybands on items). All pricing listed is subject to change without notice. All Room Deliveries will be subject to an applicable charge of \$1.00 per room Hotel facility & administrative fee, retained by the Hotel.

Distributions over 100 rooms, require at least 24 hours advance notice.

Distributions over 100 rooms that are name specific, must have materials at the bell stand at least 5 hours prior to the scheduled drop time. Please note that in room deliveries are restricted between the hours of 9:00 p.m. to 9:00 a.m.

Guest room deliveries should be coordinated with your Catering/Event Manager.

Technology Services

- The Convention Center and Meeting facilities feature 860 Data Ports comprised of CAT5 and fiber connections, High-speed internet access, and virtual networking capabilities.
- Within the Great Hall, there are walker ducts housing voice, data, and fiber connections with additional 50 pair telecom patch paneling to give more flexibility to installations.
- High Speed Lines - \$350.00 per day (Max 2 days) or \$750.00 per stay (3 days or more) with 1 IP address.
- Additional IP Addresses are available at \$100.00 per address.
- No credits will be issued on Ethernet drops installed as ordered even though not used.

Telephones

- Telephones must be ordered within 7 days in advance for meeting/registration areas. All other orders will be billed at a pop up rate.
- All orders terminated within 3 days prior to installation date are subject to a 25% cancellation fee.
- The Diplomat Beach Resort Telecom / IT department employees in house on site technicians 7 days a week and have exclusive access to all equipment.
- 25 pair patch panels in all meeting rooms for clean and professional installations.
- Digital phones available including all programming up to call center capabilities.
- Call pickups, VM, Hot lines, Rollovers, and special programming for extensions available.
- Speakerphones including extended microphones available.
- ISDN lines on site for video conferencing and radio broadcasting.
- Nextel phones available for meeting planners on site
- For professional pre-installs please provide room diagrams.
- If tax exempt please present a valid tax ID number
- When paying with a credit card, please complete a credit card authorization form and a copy of credit card (back and front) must be provided.
- All calls are subject to usage fees.
- Installation prices do not include 6% sales tax.

Food and Beverage Policies

Due to licensing requirements and quality control issues, all food and beverage to be served on hotel property, including any Food and Beverage in exhibit booths on the Show Floor, must be supplied and prepared by the Resort. All food and beverage prices are subject to a 24% mandatory taxable service charge and 6% state sales tax (*subject to change without notice*). The Resort requires the **General Contractor** include this information in the Exhibitor Kits and advise all Exhibitors accordingly.

- Upon review of your final menus and Event requirements, Event Orders will be sent by Hotel to you within **five (5) business days** to confirm all final arrangements and prices, which Event Orders will serve as a part of this Agreement. If you do not advise Hotel of any changes on the Event Orders by the date requested by Hotel, you agree that the Event Orders will be considered accepted by you as correct and you will be billed accordingly.

Guarantee Policy

Group must submit the **expected** number of attendees for each catered food function no later than **Noon (local Hotel time), ten (10) business days** prior to the first day of the Event. If for any reason Group's *expected* number of attendees are not submitted by the due date, Hotel will use the *anticipated* number of attendees listed in the Event Order as the basis to determine the *expected* number of attendees.

At the time of informing the Hotel of the **final guaranteed** number of attendees, if Group **reduced** the *expected* number of attendees for a catered food function **by more than 10%**, then the Hotel may add a supplemental surcharge to the Group's Master Account equal to the actual menu price per person as stated on the applicable Event Order (plus taxes and applicable gratuity and service charge) multiplied by the number of attendees reduced in excess of 10%.

If the **final guaranteed** number of attendees for a catered food function is **increased by more than 10%** above the *expected* number of attendees, then the Hotel may add a supplemental surcharge equal to 25% of menu pricing, per additional person over 10% to the Group's Master Account to cover costs incurred by the Hotel for rush orders and overtime. The menu offering may be based on Chef's Selection and Group agrees to accept such substitutions. This also

applies if there are any increases to the final guaranteed number of attendees within three (3) business days before the start of the Event *or* if Group adds a new catered food function added within three (3) business days before the start of the Event.

If for any reason the notice of the **final guaranteed** number of attendees is *late*, then the *expected* number of attendees for the applicable catered food function will be used for billing purposes. Further, the menu offering for attendees in excess of the *expected* number of attendees may be based on availability of product and may be different from the selected menu. Group will be charged the *final guaranteed attendance or the number of attendees served, whichever is greater*. Hotel will only prepare food to the final guaranteed number of attendees, and will not guarantee setting the room for more than 3% above the final guaranteed number of attendees. Final guarantees should include all special meals such as Kosher, Vegetarian, Gluten Free, etc. (*Note: Special pricing applies*). Additionally, please note that menu selections may not be changed within 5 business days of the scheduled meal function.

For events to be held on Sunday, Monday and Tuesday, notification of guaranteed attendance must be submitted no later than 12 noon (EST) on the preceding Wednesday. For functions to be held on Wednesday, notification of guaranteed attendance must be submitted no later than 12 noon (EST) on the preceding Thursday. In some instances, more advanced notice of attendance may be required due to menu complexity, holidays, delivery, or other constraints.

Special meals are defined as those meals requested in addition to the principal menu, either contracted in advance or at the time of service. Special meals must be included in the guarantee or actual number, whichever is greater. The total guests served will be charged should the actual count of guests served exceed the minimum banquet guarantee, provided 72 hours in advance.

Non-Resort Employee Guidelines

All companies and their crews must abide by The Diplomat Beach Resort guidelines for dress attire and must check with Security prior to entering the Resort.

All company employees must park in designated parking locations only. The Landing Parking Garage across the street from the Hotel is available at a rate of \$25.00 per day. Any vehicle left unattended and without permission is subject to towing.

No Company employee or their representative may smoke in the ballroom area or avail themselves of the food and beverages being served to hotel guests, or food and beverages located on carts in services areas. Violators will be asked to leave the property. Smoking is permitted in assigned areas only.

The Director of Security and Director of Engineering of The Diplomat Beach Resort or their designated representatives will be the final arbitrator of any real or potential hazard.

The employee café is for the exclusive use of The Diplomat Beach Resort Ambassadors. Please note The Diplomat Beach Resort is a non-smoking facility. This includes the loading dock area.

The Diplomat Spa + Wellness

The Diplomat Spa +Wellness serves as the Hotel's sole provider of spa, fitness and wellness related services. A wide array of services are available for individual travelers and groups/events that may be incorporated into your conference schedule to enhance the overall experience for your guests. If the client/group opts to not utilize the services offered by The Diplomat Spa + Wellness then a fee of \$1000.00 for outsourcing fitness classes and \$2500 for outsourcing Spa Services will be applied. This will be incurred by the client to be billed prior to spa program/event date. The resort will require a certificate of Liability Insurance, naming the Diplomat and all related entities as additional insured, from any Third-party selected to provide these services on property. The resort must also be indemnified of any claims that may arise from use of same Third-party vendors. Such documentation as required may be provided by your event manager.

The DIPLOMAT

BEACH RESORT

INDEMNITY AND INSURANCE AGREEMENTS

INDEMNITY:

_____ assumes entire responsibility and agrees to protect, defend, indemnify and save the hotel, it's owners, its operator, Thayer Lodging and Hilton Worldwide, and each of their respective parents, subsidiaries, affiliates, employees, officers, directors, and agents harmless against all claims, losses or damages to persons or property, governmental charges or fines and attorney's fees arising out of or caused by its installation, removal, maintenance, occupancy or use of the premises or a part thereof, excluding any such liability caused by the sole gross negligence of the Hotel and its employees and agents.

INSURANCE:

You are required to provide a certificate of insurance displaying the minimum coverage levels below and naming the following entities as Certificate Holder and Additional Insured:

CERTIFICATE HOLDER

Diplomat Hotel Lessee LLC dba The Diplomat Beach Resort
Attn: Dave McIntosh
3555 S. Ocean Drive
Hollywood, FL 33019

ADDITIONAL INSURED

THI VI Diplomat Hotel Lessee LLC, THI VI Diplomat Holdings LLC, Hilton Worldwide Inc. and its owners, subsidiaries and affiliates (including their respective directors, officers and employees), now or hereafter existing and The Diplomat Beach Resort.

Minimum Insurance:

Commercial General Liability	\$2,000,000 each occurrence \$100,000 fire damage legal liability \$2,000,000 general aggregate limit
Business auto liability	\$1,000,000 Combined Single
Umbrella excess liability	\$5,000,000 each occurrence \$5,000,000 annual aggregate
Workers comp	\$1,000,000 E.L. Each Accident \$1,000,000 E.L. Disease-Each Employee \$1,000,000 E.L. Disease Policy Limit

Certificates of Insurance should be sent to the attention of the:

Director of Events & Catering
The Diplomat Beach Resort
3555 South Ocean Drive
Hollywood, FL 33019

Failure to provide such insurance will prohibit your vendors/decorators from accessing the premises. Please be advised that the Hotel is committed to a drug and alcohol free work place. In addition, it is a requirement that all employees conduct their job duties in a safe manner. The Hotel reserves the right to require that your operation ceases at any time, if in our reasonable estimation, these two policies are not being adhered to.

The Diplomat Beach Resort

By: Kelbert Fleming
Title: Director of Events & Catering

The undersigned is a duly authorized and acting agent for:

Company: _____

Name: _____

Title _____

Signature: _____

Notary: _____

Notary Public, State of: _____

My Commission Expires: _____

[Notary Seal]



The DIPLOMAT

BEACH RESORT

*“Aspiring safety & security service professionals distinguished
By their can-do tendencies”*

Safety & Security Services

Welcome to The Diplomat Beach Resort. The Safety and Security of our guests is of paramount concern to us. The following information will acquaint you with some of the key services we offer:

- **24 Hour Security:** Safety & Security Officers are provided around the clock at the Resort for the welfare of our guests, ambassadors, and assets.
- **Security Details:** The Safety & Security Department can arrange security details for your specific convention, event, or function. Advance notice is required and an hourly fee will apply. See attached pricing guidelines.
- **Client Access Keys:** The Safety & Security Department can provide, at a nominal charge, key core change to most function ballrooms and re-key of Hotel breakout rooms. These keys allow you to control access to the rooms at your discretion. Arrangements must be made in advance with your convention services manager.
- **AED, CPR, and First Aid Trained Staff:** Our Safety & Security Officers are trained and certified to respond to most medical emergencies that may arise here at the hotel.
- **Safe Deposit Boxes:** For your convenience, the Resort provides safe deposit boxes at no charge. Boxes are available to all guests and may be obtained at the front desk.
- **In-Room Safe:** In-room safes are also provided, at no cost, and are located in each guestroom closet.
- **Lost & Found:** Safety & Security department oversees the Lost & Found at the Resort. Found items are held for 30 days. If you lose something during your stay with us, please call 954-602-8800. Chances are, we may have found your item.
- **Electronic Room Keys:** The Diplomat Beach Resort utilizes electronic room keys. These keys provide for a high level of security and ensure that each new guest receives a new and unique key upon checking in for their guest room or meeting room.
- **Life Safety Systems:** The Engineering and Safety & Security Departments oversee the integrated life safety systems at the Resort. This includes: Audible Fire Alarms, Smoke Detectors, Fire Extinguishers, Smoke Evac entire building including garage, Fire Sprinkler, and Closed Circuit TV signaling systems.
- **Radio Communications:** The Safety & Security Department oversees the Resort's radio communication system. During your stay you will undoubtedly encounter an employee or two who is carrying a two-way radio. With over 500+ radios in service each day, we are able to communicate quickly and efficiently. **Security can arrange radio rentals for your group.**
- **Customer Service Oriented:** Our staff is acutely aware of the expectations of our customers and we strive to fulfill those expectations by working closely with all Resort departments.
- **Partnership with the Community:** The Safety & Security Department maintains an excellent relationship with various municipal agencies including the Hollywood Police Department, Hollywood Fire Department, Broward Sheriff's Office, FBI, Secret Service, and Homeland Security.

“We are here to help, whatever the situation may be. We pride ourselves in our ability to handle matters in a competent and professional manner.”

Frequently Asked Questions

- **In case of emergency, what should we do?**
 - *REMAIN IN PLACE* unless there is an immediate danger. Listen to audible message for further instructions. In case of evacuation, proceed to nearest stairwell and exit on ground level. Gathering location: Diplomat Landing directly across from Hotel. Hotel fully equipped with an automated Fire System, which includes sprinkler & smoke evac.
- **In case of an emergency, is there a phone extension in the hotel that should be dialed?**
 - Pick up any guest phone or house phone and dial 28888 to be connected with our 24-hour security dispatch emergency line, or dial 911.
- **What does the fire alarm sound like?**
 - The alarm is a continuous short siren, followed by an automatic voice announcement.
- **What actions does the hotel take when an alarm sounds?**
 - Security, Engineering, and the Fire Department are automatically notified and will respond to the main fire control panel, and also to the location of the alarm. Update messages will be played via the Public Address (PA) System.
- **Are all guests notified in the event of a fire alarm?**
 - In the hotel, the alarm will sound two floors above and two floors below the location of the alarm. The Convention Center is a full alert alarm.
- **What is the location of the main control panel for communicating with the Fire Department?**
 - Our fire alarm control room is located in the lower lobby of the Convention Center and also in the Security Control Room.
- **What is the response time for Emergency Service Personnel?**
 - The Fire Department, Paramedics, and Police have a normal response time of 5-10 minutes. The nearest hospital is 3 miles from the hotel.
- **Does the hotel have a written emergency plan for emergencies, and where is it located?**
 - We have an Emergency Procedure Plan and a Crisis Management Plan that is located in the Security Control Room.
- **What is the hotels procedure for dealing with protests, demonstrations, or confrontations?**
 - Hotel is private property, no demonstration will be permitted on premises. Subjects can demonstrate on the public sidewalk if they are not disorderly or blocking access, but they must have a permit approved by the City of Hollywood. Police will be notified to be on site in that case.
- **What is your policy for communicating with the media should an incident arise?**
 - If necessary, a media room will be established, and our Director of Public Relations or the General Manager will be the contact persons.
- **Is there any limitation on the numbers who can be present in the venue, such as a restriction imposed by the local authorities?**
 - Events of more than 700 attendees require on-site EMT's from Hollywood Fire Dept.
- **Where can I get more information about the Safety & Security Department, its services, and emergency procedures?**
 - Feel free to contact the Director of Safety & Security, Frank Becker (954-602-8801), or Security Manager, Omar Tigoudar (954-602-8802). In addition, your Catering/Event Manager can provide additional information.

Safety & Security Fee Schedule & Requirements

Security Officer Coverage.....\$45.00/hour

All Security Services are Exclusive to The Diplomat Beach Resort Safety & Security

Our uniformed Security Officers are Florida State certified and professionally trained through the American Hotel & Lodging Assoc. Officers can perform a variety of security-related duties such as physical security, overnight security, V.I.P. escorts or credential check.

Mandatory Hotel Safety & Security Requirements

1. Three Security Officers are mandated during all Group Load in and/or Load out. Security officers must be employed for Dock Traffic Control, Destination Location and to operate the Freight Elevator if applicable. All security coverage is based on a four-hour minimum.
2. All self-park events that exceed 500 vehicles require traffic control Security inside the Landings Parking Garage. Two officers minimum are required for events 500-1000 vehicles, four officers for events 1000-1500 vehicles. Events 1500+ vehicles will require offsite parking at the client's coordination and expense. All security coverage is based on a four-hour minimum.
3. All Beach and Pool events require a Hotel Security Officer during the event and load in/out.
4. Truck and trailer staging lot permit must be obtained through Security during all hours. Trucks and trailers can only stage on the lot free from 7:00am to 8:00pm. A truck and trailer overnight staging permit can be obtained at a fee of \$150.00 per day. For large busses a fee of \$75.00 per day will apply. Trucks cannot be occupied overnight and must be turned off at all times. Note: Dock hours 7:00am to 10:00pm are strictly enforced by the City with fines.
5. All Groups, Vendors, and Contractors must provide the Hotel a Certificate of Insurance for any work being conducted on property. C.O.I. Holders must be named as Additional Insured for General Liability arising out of the insured's use of their premises located at: 3555 S Ocean Dr. Hollywood, FL. 33019. Certificate Holder includes: Diplomat Resort & Spa, Hilton Worldwide
6. The Hotel may require Security for any event or meeting that could be deemed to cause Risk or Liability to the Resort or our Guests.

Note: We require a 48-hour cancellation policy for all details. Cancellation within 48-hours will result in a full rate cancellation fee. Last minute details that arise within 48 hours of the shift will be charged at \$55.00/hour. All security coverage is based on a four-hour minimum.

Re-Key of Conference Room..... \$75.00/ea. door

Doors to conference rooms can be locked and keys can be provided to you. The re-key fee includes five keys. Additional keys are available for \$8.00/key. Air walls cannot be locked.

2-Way Radio Rental.....\$80.00/per radio

We offer Motorola PR400 radios for your group to use. The radio rental fee includes the radio, battery, and charger. Radios are rented at a per week basis. **Seven days advance notice is required.** Privacy earpieces are also available at an additional charge of \$25.00/each.

Police Officer.....\$70.00/hour
Officers can be hired from the Hollywood Police Department to be on site for your group or in the event of an emergency. Diplomat is the permit holder for Police Services, and all services must be scheduled through Hotel Security.

Mandatory Hotel Police Requirements

1. Bus movements of eight or more vehicles and any self-park event that exceeds 500 vehicles require two traffic control Police officers provided by the Hollywood Police Department. Self-park events for events 500-1000 vehicles require two police officers, and four police officers for events 1000-1500 vehicles. Off- site parking must be coordinated by client for any event that exceeds 1500 vehicles.
All Beach/Pool City permitted events require Police Officers during the event and for move in/out. Beach events 500-1000 persons require two police officers, three police officers for events 1000-1500 persons. Beach events 1500+ persons to be determined by Hollywood Police.
2. All Diplomat Landings Events require two Police Officers during the event for noise control. Landings events 500-1000 persons require two police officers, three police officers for events 1000-1500 persons. Landings events 1500+ persons will be determined by Hollywood Police. All Landing events require a City of Hollywood Police Officer to be charged at \$70.00 per officer per hour (4 hours and 2 officers minimum).
3. The Hotel may require Police for any event or meeting that could be deemed to cause Risk or Liability to the Resort or our Guests.

Note: There is a 4-hour minimum for all Police details. Police are scheduled 1/2 prior and 1/2 after all events. 72-hour cancellation policy

All Police services are Exclusive to the City of Hollywood

City Fire Watch..... \$65.00 to \$75.00/hour
All events 500+ persons or with production and/or exhibits require a permit from the City of Hollywood Fire Marshall Office.

Depending on the nature and the size of your event, the City of Hollywood Fire Marshall will require that you hire a Fire Watch Crowd Management detail Officer from the City of Hollywood Fire Department to be on site.

- Events 700-1000 persons require one (1) detail officer
 - Events 1000-2000 persons require two (2) detail officers
 - Events 2,000 + persons require three (3) or more detailed officers required as determined by Hollywood Fire Marshall Office based on the scope of the event.
-
- \$350.00 Processing /Application Fee

Note: **Plans must be submitted 45 days in advance to the City for all events.** There is a 3-hour minimum for fire watch details. Fire watch is scheduled 1/2 prior and 1/2 after all events. City has a 30-day cancellation policy.

EMT's.....\$75.00/hour
Emergency Medical Technicians (EMT's) can be hired from the Hollywood Fire Department to be on site in the event of an emergency. There is a 3-hour minimum for EMT details.

All EMT services are Exclusive to the City of Hollywood

Safety & Security Management Contacts Emergency Medical Services Information

Frank Becker

Director of Safety & Security
frank.becker@diplomatresort.com

954-602-8801

Omar Tigoudar

Safety & Security Manager
Omar.tigoudar@diplomatresort.com

954-602-8802

**Memorial Regional Hospital
& Joe DiMaggio Children's Hospital**

3501 Johnson Street
Hollywood, Florida 33021

954-987-2000

Aventura Hospital

20900 Biscayne Blvd
Aventura, Florida 33180

305-682-7000

Premiere Total Healthcare

One Stop Medical Center
2415 Hollywood Blvd, Hollywood FL 33020

954-456-0250

Walgreens 24/7 pharmacy & clinic.

1300 E Hallandale Beach Boulevard
Hallandale, FL 33009

954-454-1897

AM/PM DOC

House Call Doctor
24 Hour a Day Emergency Medical Service

888-AM-PM-DOC