

MEETING PLANNERS A-Z GUIDE



WESTGATE
L A S V E G A S

**CATERING & CONVENTIONS
POLICIES & PROCEDURES**



Welcome to the Westgate Las Vegas!!!

On behalf of our more than 4,000 Team Members, I would like to thank you for the opportunity to partner with you and your team. We know it's all about the details, big or small!!! We are confident that your program will be a **SUCCESS** with our renovated convention space and our catering & convention services team. Our dedicated team of professionals is here to assist, anticipate, and partner with you to ensure that your event is delivered at a level that will exceed your expectations.

To start the journey, your Catering & Conference Manager will be your primary guide through our campus. From the outset, depending upon your needs, you will be introduced to and partnered with our Encore Productions Team. They will play a unique and critical role in coordinating and helping to bring your program together. They will also be there to accommodate all of your event's technical requirements (audio visual, lighting, and rigging) along with assistance with any trade show or exhibit requirements you may have.

Our teams are here to ensure that your event receives our utmost attention and makes your job as Meeting Planner as worry-free as possible. To help navigate your event, we have designed and prepared the following A-Z Guide to assist you in answering questions and outlining procedures for the property.

Thank you in advance for the opportunity to partner with you in creating a successful event.

Ken Ratigan

Ken Ratigan
Executive Director of Catering & Conventions



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BANNERS AND SIGNAGE

Please review the details of your signage requirements (including exhibitor sign orders) with your Catering & Conventions Manager two weeks prior to arrival.

To protect our property, Encore Productions, **EXCLUSIVELY**, provides all RIGGING in the convention area ceilings and hangs all signage that is attached to any part of the building including walls or ceilings. The Association, Production Company or AV Company is responsible for all costs related to installing or removing of signs, banners or decorations. **THIS IS NOT A COMPLIMENTARY SERVICE OF THE FACILITY.**

Below is information for all banners and signage used on this property.

- All signage must be professionally made. For best results, banners in excess of 6' in length should include a rigid support. Always include grommets when purchasing a banner.
- All banners and signage shall be flame retardant to the satisfaction of the Clark County Fire Department and Nevada State Fire Marshal.
- All materials must be accompanied by an official fire resistance certificate.
- Load limits. Hanging items from the ceiling cannot exceed 75lbs. per running foot.

Taping, tacking, velcroing, or otherwise affixing any materials to walls, floors, ceilings, other hotel property is strictly prohibited. Damages caused by failure to adhere to this policy will be billed to the client. For the safety and comfort of our guests, no signage is allowed in the hotel lobby, casino, guest room hallways, elevator banks on guest room floors.

The Westgate Las Vegas Resort & Casino Hotel reserves the right to remove and dispose of any unauthorized signage.

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CATERING INFORMATION

The Westgate Las Vegas Resort & Casino Catering Department provides professional event and menu planning for your functions held in our convention space and all other public spaces on Westgate Las Vegas Resort & Casino Property.

- [Banquet Menus](#) are available six months prior to the actual event date.
- Prices printed and products listed are subject to change without notice.
- All Food and Beverages served on property are provided exclusively by the Westgate Las Vegas Resort & Casino.
- No Food or Beverage of any kind may be brought into the hotel by guests, convention attendees, or exhibitors.
- Guests may not remove food from the premises.

Guarantees: An event guarantee of total guests must be provided to the Catering Manager seventy-two (72) hours prior to a function. If a guaranteed number is not received you will be charged the expected number set forth on the Banquet Event Order or the number of people actually served; whichever is greater. The guarantee numbers provided are not subject to reduction, and charges will be applied accordingly.

Refer to our Banquet & Catering Menus for much more information.

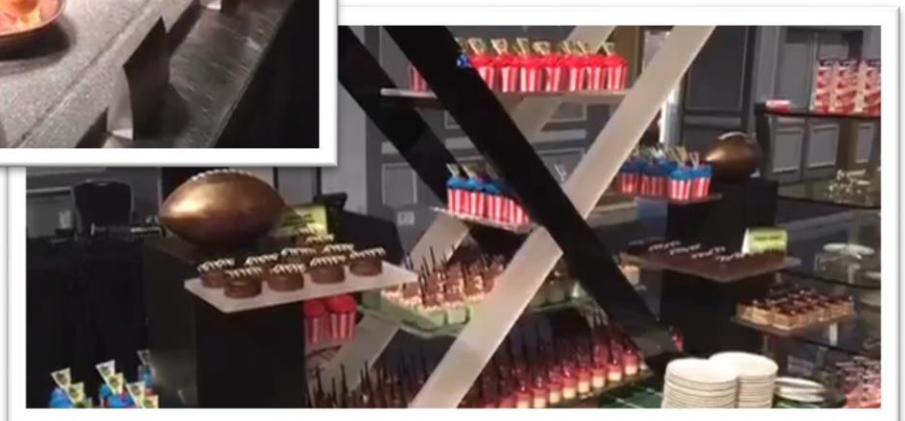
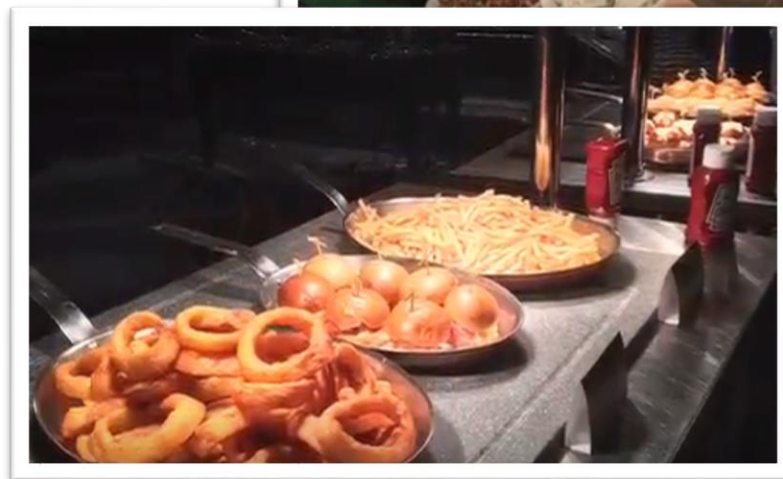
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ALCOHOLIC BEVERAGES AND SERVICES

The Westgate Las Vegas is regulated by the Nevada State Alcoholic Beverage Commission. Per Nevada state law, alcoholic beverages of any kind will not be permitted to be brought into the Resort by the patron or any of the patron's guests or invitees from the outside. All food and beverage items must be purchased from the Resort. Bartenders are required whenever alcoholic beverages are served in the Resort function space. In the event that you wish to order special alcoholic beverages that are not in the Westgate's inventory, these items must be ordered by the case. Please be aware that these items may not be returned and must be paid for in their entirety. Unused cases may not be sent to guest suites or leave the Westgate premises.

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CREDIT

If you anticipate the use of Westgate Las Vegas billable services during your visit, a method of payment must be approved by the Accounts Receivable Group Billing Department prior to your first event.

- Direct billing is available if the total charges during your stay will exceed \$10,000.00.
- If you would like to apply for credit at the Westgate Las Vegas Resort & Casino, please complete the [Direct Billing Credit Application](#) including what charges should be applied to this master account at least 60 days prior to your first event.
- We will process the application and notify you when the credit has been approved.
- Any group with total charges of less than \$10,000.00 will need to pre-pay in cash or submit a [Credit Card Authorization Form](#) for approval.

Pre-payment of all services will be required if one of the above methods of payment has not been approved by the Accounts Receivables Department.

Cash accumulated through registration, etc. can be applied to your master account at the Casino Cage if advance arrangements have been made with your Catering & Conventions Manager.

The Westgate Las Vegas Resort & Casino does not issue checks in exchange for cash.

Please contact a financial institution to exchange cash for safer funds.

CASH PAID OUTS POLICY

For accounts with established credit, cash paid out can be arranged. Your Catering & Conventions Manager will coordinate with you on the cash paid out request should the requirements be met.

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ELECTRICAL & PLUMBING SERVICES

Westgate is pleased to have a preferred vendor relationship with Trade Show Electrical (TSE) the **exclusive** electrical and plumbing provider.

TSE will provide all of your electrical and plumbing requirements for trade shows, general sessions and productions. Their trained professionals are there when you need them, from pre-show planning to on-site support, their full service turnkey approach ensures that your event will be a success.

TRADE SHOW ELECTRICAL SERVICES (TSE) – GES POWER

- Electrical power supply and outlets to display areas, booths and other public areas
- Distribution of power to outlet locations
- Under exhibit booth carpet power distribution
- Electrical power source distribution and connections to dimmer boards, related switches, sound equipment or lighting
- Temporary generator and transformer installation and hook-up
- Monitoring of all exhibitor installations during events to ensure safety
- Customer assistance with pre-show planning
- On-site customer service to support and monitor installations
- Computerized invoicing and floor audits

Trade Show Electric

Phone: 702 - 515 – 5955

Fax: 702 – 515 -5739

www.tradeshowelectrical.com

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ENCORE PRODUCTIONS

Westgate is pleased to have a preferred vendor relationship with Encore Productions for Audio/Visual and exclusivity for rigging operations, OSHA certified chain hoist motors, rigging truss and accessories, trade show AV and all IATSE labor requirements. Encore Productions offers a wide variety of services including production, equipment, labor and total program coordination. Please contact your Encore Sales Representative for more information.

ENCORE IS THE EXCLUSIVE PROVIDER FOR:

Oversees all Audio Visual vendors and Production companies providing services within Westgate and oversees the proper operation and care of our facility and equipment. We have established the following as conditions that must be substantiated and received prior to your event at Westgate:

Westgate is a Union Facility. All AV Services must be performed by an IATSE Local 720 Union Member. All events at Westgate must be pay rolled through Encore Productions.

All scissor, man, fork or boom lifts ordered through Encore Productions must be operated by certified Encore Team Members or certified contracted labor hired directly by Encore.

All non-display vehicles inside the Convention Center must have **white NoMar tires** and free from leaks. All lifts will be physically checked before they are permitted to come inside the Convention Center. Cleaning and/or repair fees will apply should marks, leaks or damage be found on the carpeting or stages. The Production Company or Contracted Company will be billed for all damages to the facility.

No equipment or cases are to remain in the "back of the house" areas at any time. This includes public areas, service areas, hotel dock(s) and/or hotel parking lots. Storage space for outside audio visual companies will be the sole responsibility of the audio visual company.

All Production companies must provide to Encore a Production Schedule 30 days prior to the event. This shall include accurate dates and times of load in and load out, a rehearsal schedule, a show schedule, and power install and removal times.

For security reasons it is required that outside Production Companies provide ID badges for all their staff members. ID badges must notate staff member's name, group's name and Production Company's name.

Technical areas are to be placed on side walls or in the rear of room with all cabling routed around the perimeters in a manner that maintains safe thoroughfares for servers and guests.

Encore Contact: Kevin Hansen: kevin.hansen@encoreglobal.com

Main Phone (702) 967-4300

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FLOOR LOAD LIMITS

Floor load limits are 150 lbs. per square foot, static weight.

Any exhibit or display exceeding the limit requires special set up procedures to distribute the load.

Your decorator or production company is responsible for notifying the WLW of any potential weight problems prior to arrival.

FORKLIFTS

Using forklifts in the WLW convention area requires that visqueen or carpeting be laid 30 feet out from all freight entrances.

Please abide by the following safety regulations:

- Forklifts, scissor lifts, displays, and freight are prohibited on the marble floor and carpet in the main Ballroom Foyer.
- At all times, equipment utilized shall be maintained in compliance with all governing laws and regulations.
- All forklifts must be equipped with a fire extinguisher.
- A 5 mph speed limit for forklifts is enforced.
- To preserve the air quality of the working environment, vehicles should not sit idle inside our facility. **Please turn vehicles off when appropriate.**
- The WLW requires all forklift operators be certified. Upon request, any forklift operator must be prepared to show their certification.

The Westgate Las Vegas Resort & Casino reserves the right to remove from the property, any operator that is not maintaining a safe work environment.

- The Westgate Las Vegas Resort & Casino does not loan or rent motorized forklifts, genie booms, lifting devices, tools, ladders, etc. to outside contractors.
- Certified operators and forklifts are available on a rental basis from Encore Productions.

Please make arrangements for your equipment needs prior to arrival.

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FIRE MARSHAL REQUIREMENTS

The Clark County Fire Department maintains the following policies in addition to special permit requirements:

Automobiles, trucks, motorcycles and other motorized vehicles displayed shall have their batteries removed or battery cables disconnected and visqueen placed underneath the vehicle. The fuel tank must have less than 1/8 tank of gas and either be sealed with tape or locked. Garden tractors, snow mobiles, chain saws, and other gasoline powered equipment must be safe guarded in a similar manner.

All decorations, drapes, signs, banners, foam core, acoustical materials, hay, straw, moss, split bamboo, plastic cloth, and similar decorative materials shall be flame retardant to the satisfaction of the Fire Department and State Fire Marshal. Canvas, cloth, cardboard, leaves or similar combustible materials shall be completely flame retardant. Oilcloth, tar paper, sisal paper, nylon, orlon and certain other plastic materials cannot be made flame retardant and their use is prohibited.

ALL MATERIALS MUST BE ACCOMPANIED BY AN OFFICIAL FIRE RESISTANCE CERTIFICATE.

- In accordance with Article 25, Division 1, Section 25.112 of the Uniform Fire Code, all functions with an attendance greater 300 people require a Fire Marshal approved diagram on the premises for and during each event. Please review your events compliance this is a mandatory requirement.
- A certified 402 Fire Watch person must be hired by your company for any time the Fire Life Safety System is turned off to facilitate the use of pyrotechnics, open flame, or smoke.

Please visit the Clark County Fire Department's web page for more information.

www.co.clark.nv.us/fire/firedept.htm

- Aisles and exits as designated on approved show plans shall be kept clean, clear, and free of obstructions. Easels, signs, etc. shall not be placed beyond the booth area into aisles. Reserved supplies shall be kept in closed containers and stored in a neat and compact manner.
- Fire extinguishers, fire hoses, sprinkler closets, and power distribution areas must be visible and accessible at all times.
- Compressed gas cylinders are prohibited unless prior approval is obtained from the Fire Marshal. Approved cylinders must be stored in an upright position.
- Helium canisters are permitted but must be stored in a secured, upright position.
- Any use of two wire extension cords is prohibited. Multiple outlets and electric cords must be grounded and must not be used to exceed their listed amp rating.
- All temporary electric wiring must be accessible and free from debris and storage materials.



- Areas enclosed by solid walls and ceilings must be provided with approved smoke detectors and certified fire watch during off hours.
- All packing containers, wrapping materials and display materials must be removed from behind booths and placed in storage.
- Projection booths must be ventilated at the ceiling and provided with an approved smoke detector. Storage is prohibited in these areas.
- For any type of Pyrotechnic or open flame entertainment you must have a permit from the Fire Marshall and certificate of Liability Insurance

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FREIGHT DOORS/MOVE IN & OUT ACCESS

The Catering & Conventions Department will control the opening and closing of any freight doors during your move in and move out. A schedule of when the doors need to be opened will be required from the exhibit/production company no later than 2 weeks prior to move in. Doors will be closed if there is no activity.

Plastic air curtains are not to be tied open.

Both the Paradise Event Center Parking lot and Garden Patio South load in areas have chained or gated barriers. A schedule of when the barriers are to be opened and closed will be required from the exhibit/production company no later than 2 weeks prior to move in.

Vehicles and equipment are only allowed on the South Patio during move in and move out. This area is to be clean and clear at all times.

Please note that the load in area for the Paradise Event Center does not have a dock. Please provide appropriate ramping or make arrangements for forklifts to load/off-load.

Heating/air conditioning will be provided in the exhibit hall only when freight doors have been completely shut.

LIABILITY INSURANCE

Your Association or Company and any outside Contractors that you hire for your show will be subject to and responsible for claims arising out of the use of the premises of the Westgate Las Vegas Resort & Casino as provided in your convention agreement.

The Westgate Las Vegas Resort & Casino requires that your Association or Company and any outside contractors that you hire obtain and maintain Comprehensive General Liability Insurance during the use of the premises. Such Insurance shall be in the amount of not less than \$1,000,000.00 combined single limit for personal injury and property damage. NAV-LVH, LLC, dba Westgate Las Vegas Resort & Casino shall be named as additional insured on such policy.

Your Association or Company and any outside contractors that you hire shall supply the Westgate Las Vegas Resort & Casino with a Certificates of Insurance at least thirty (30) days prior to the use of the premises. All issuing Insurance companies must have authorization to do business in the State of Nevada.

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LOADING AREAS

The Westgate Las Vegas Resort & Casino has many different loading areas, all with specific uses. Please refer to the following when you're scheduling any deliveries to or from the Westgate Las Vegas Resort & Casino.

- The Las Vegas Convention Center is directly south of the hotel. The driveway between the properties is accessible from both Paradise Road and Joe W. Brown. However, at times thru access may be unavailable.
- Freight loading and unloading should be coordinated with your Catering & Conventions Manager to ensure availability to move freight through the Westgate Convention space.
- On-going functions may limit accessibility to some rooms.

Ballroom Loading Dock - This loading dock is used for banquet deliveries and truckloads of A/V, production equipment or decor. Forklift/Scissors lift rentals, extra banquet table and chairs, decor, centerpieces, ice carvings, etc. should be delivered to this dock. This dock is located on the southeast corner of the building. It is accessible from Joe W. Brown the driveway between the Westgate and Las Vegas Convention Center.

Paradise Event Center - There are two ground level loading bays on the west side of the Paradise Event Center for convention freight deliveries. These doors are opened when exhibitors move in and out, or when a major event is planned in the Paradise Event Center. The Paradise Center does not have a dock. Please provide appropriate ramping or make arrangement for forklifts to load and off-load.

Garden Patio South - There is a freight bay (w/o dock) on the Garden Patio South. This area is used to deliver A/V and production equipment into the Pavilions. This loading bay is accessible from the driveway between LVCC and the WLV. Vehicles and equipment are allowed on the South Patio only during move in and move out. This area is to be clean and clear at all times.

All shipments requiring a loading dock should use the Ballroom Loading Dock.

Exhibit drayage shipments will be refused. Please refer to your exhibitor kit instructions for drayage shipping instructions.

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PRODUCTION COMPANIES

The Westgate Las Vegas Resort & Casino recommends Encore Productions for all of your A/V and production requirements. If you decide on hiring your own production company, they must provide the following information to your Catering & Convention Manager two (2) weeks prior to move in:

- A schedule of equipment deliveries and pick-ups by outside vendors
- Move in and move out requirements through other areas of the convention areas
- Timeline of room set, event, and tear down
- Speaker/Entertainment riders
- Dressing room requirements
- Power requirements
- Name and phone number of labor provider
- Crew meal requirements
- Room cleaning times
- Insurance Certificate must be provided

Production Labor Requirements

Labor for staged audio visual presentations and/or staged productions is provided through Encore Productions or a contracted audio visual/production company and must be IATSE, (International Association of Theatrical and Stage Employees).

- Encore Productions can provide the labor and payroll any event held in our convention area.
- Scissor lift rentals with operators are available through Encore Productions (4-hour minimum), Electric lifts must comply with OSHA safety standards.

REMOTE-CONTROLLED DEVICES/DEMONSTRATION AREA

For the purpose of demonstrating a product that requires use of an area outside of the exhibitor-assigned booth space, Meeting Planners are required to provide a Demonstration Area for this purpose. Products such as remote-controlled cars, drones, planes, helicopters, robots, etc. are to be demonstrated in a safely controlled area of the exhibit floor (i.e., Demonstration Area). The Demonstration Area must include safe netting appropriate to accommodate the product(s) being demonstrated and be included on the master floor plan submitted for Fire Marshal approval. The “Westgate Las Vegas” management reserves the right to determine what is acceptable in a safe and controlled demonstration area prior to final approval.

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RIGGING

Encore Productions is the exclusive provider for all rigging/hanging to any part of the building including walls or ceilings for the Westgate Las Vegas Resort and Casino.

Encore Productions personnel will handle all ceiling hanging (structural steel or permanent rigging points) and all signage that is attached to any part of the building including walls or ceilings.

- The Production or AV Company is responsible for all charges. **This is not a complimentary service of the facility**
- Pre-planning your rigging requirements through Encore Productions is required to ensure the use of acceptable material and design specification are maintained.
- All materials utilized for rigging must be rated for overhead use and are to be used for their intended purpose.
- All A/V, production, and rigging requirements must be coordinated through your Encore Technical Director.

Rigging Guidelines

This facility is equipped with permanent rigging system in order to assist our clients with productions requiring overhead rigging. This system was designed and installed in order to expedite the move in and move out process for our clients. The following sets forth the standards for the rigging practices and equipment and must meet minimum standards.

- Encore Productions staff will provide all necessary rigging labor for productions at the Facility
- Rigging encompasses attaching hardware to ceilings, usually rigging motors, trussing, lighting and audio
- Riggers are responsible for inspecting all equipment flown and determining load factors ensuring that weight limits are strictly enforced and that no damage is caused to the ceiling or roof structure
- Encore Productions riggers are responsible for all overhead connections as well as trusses, speaker and other attachments utilizing polyester round slings, wire rope slings, etc.

For more information and prices see [Encore Productions](#)



SAFETY REGULATIONS AND FACILITY POLICIES

- A vehicle brought into the building requires the direct approval of your Catering & Convention Manager **and** the Clark County Fire Marshal.
- [\(See Fire Marshall Requirements\)](#)
- All cables 1" in diameter or greater must be covered with Hypersthene cable protectors/cable ramps. All wires less than 1" in diameter must be taped down with gaffer tape.
- All wireless communication frequencies (VHF, UHF, IR, etc.) have to be coordinated with Encore Productions.
- The use of nails or screw to fasten objects to any stage, floor, walls or ceiling is prohibited.
- To meet life safety system requirements, use of laser, smoke or fog effects must be coordinated in advance with your Catering & Convention Manager.
- The Westgate Las Vegas Resort & Casino reserves the right to limit sound levels at all times to provide a safe and comfortable environment for all of our guests.
- By order of the Clark County Fire Marshal, storage of empty containers (including empty road cases), lifting equipment and electric carts is not allowed in the facility.
- Hotel insurance prohibits the Westgate Las Vegas Resort & Casino from loaning tools, equipment or ladders. Please make other arrangements in advance.

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SECURITY

Westgate Las Vegas is not responsible for loss of or damage to equipment or other items left in meeting rooms. If you plan to leave valuables of any kind in a meeting room, we suggest that you hire a security officer to be stationed in the room. This may apply, but is not limited to, exhibit halls, audio visual/production set-ups, registration areas, etc. Remember that the majority of our meeting space is bordered by air walls and is easily accessible from adjoining space.

Armed security is not permitted on Westgate's property. If your event requires security, please contact your Catering and Conference Manager to provide recommended Security Company information.

THE FOLLOWING PARAMETERS APPLY TO ANY OUTSIDE SECURITY FIRMS:

1. The company must provide Westgate with proof of insurance, naming Westgate Las Vegas as additional insured.
2. A representative of the chosen company must check in with Catering & Convention Department upon entry to the property and upon departure.
3. Security Department is to be copied on all incident reports created by the outside provider.
4. The Security Company must provide the Catering & Conventions Manager the contracted dates and times.

SHIPPING AND RECEIVING

Fed-Ex Business Center is the exclusive in-house shipping and business service provider at the Westgate Las Vegas Resort & Casino, located in the Convention Space across from Ballroom A .

For more detailed information review the [Shipping FedEx Information Sheet](#).

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Encore Productions exclusively provides all telecommunications services at Westgate Las Vegas. All orders for phone, Internet, Wi-Fi, Ethernet service, ISDN, or T-1 lines in our convention areas should be sent to Encore Productions. Please feel free to contact them with questions, or order directly by completing the [Westgate Internet Form](#).



UNION PROPERTY

The Westgate Las Vegas Resort & Casino is a Union Property and is signatory to several local unions. All companies and their outside contractors must abide by existing agreements and regulations covering the use of services, material, freight handling and labor.

- The labor for audio visual, stage productions and entertainment events is provided by the International Alliance of Theatrical Stage Employees (IATSE)
- The labor for exhibit set up and teardown is provided by the Teamsters and is arranged through your decorator
- Electrical labor is provided by the International Brotherhood of Electrical Workers (IBEW) - TSE is our exclusive electrical provider.
- Convention porters are part of the Culinary Union.

The Westgate Las Vegas Resort & Casino provides labor 24 hours a day, 7 days a week to set up the hotel's standard equipment, including tables, chairs, linens, risers (32" in height or less), etc., for meetings and events at the Westgate Las Vegas Resort & Casino. Additional charges will be incurred for set ups or room turns that are, in the sole discretion of the hotel considered to be extraordinary or excessive.

Encore Productions is the **exclusive** provider of **all rigging** and any attachments to walls or ceilings at the Westgate Las Vegas Resort & Casino. As the preferred A/V provider for the Westgate Las Vegas Resort and Casino, their labor expertise, including management of union relationships, means a worry-free show for you, see page 6 for more details

If you prefer to hire your own outside Decorator or A/V Company the Westgate Las Vegas Resort & Casino requires a certificate of **Liability Insurance** be supplied to the HOTEL at least 30 days prior to your show and that the company must abide by all Union Labor laws of the Westgate Las Vegas Resort and Casino. Failure to adhere to these regulations you could incur additional charges and or disruption of your show or event.

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MEETING REQUIREMENTS & EQUIPMENT INVENTORY

Detailed specifications as to meeting room set ups, audio visual equipment, telephone services, menus, and additional requirements are due forty-five (45) days in advance of your event in order to distribute the Banquet event orders and resume in a manner that allows time for proper scheduling of employees. Please read all of the Meeting Resume and Event Orders carefully to ensure that your meeting is properly represented. Substantial changes requested after the room has been set are subject to



availability of labor and shall be assessed a labor fee that is currently \$35.00 per hour per Convention Porter with a 4-hour minimum per Porter. A \$35.00 per hour fee shall be assessed for each Convention Porter for “Tight Turns” less than hours (2) hours before beginning of next event.

The Resort’s convention inventory is supplied at no charge. If however, your requirements are larger than the Resort supplies, “Westgate” will not be responsible for renting equipment or for any costs incurred. Please note that the Resort’s entire inventory of equipment is not available for a single group, but is shared with all other groups on property at the time of your meeting. Please see your Catering & Conference Manager regarding equipment for your group’s specific use. Extraordinary set-ups, set delays caused by a decorator/ production company, extensive staging will incur a labor charge.

Standard Meeting Room Amenities

Standard meeting room amenities consist of table linens for Westgate owned tables and water stations within meetings. Notepads, pens and candies are available upon request.

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