



# SHERATON

Boston Hotel

## HOTEL POLICIES AND PROCEDURES

To be signed by all clients who have contracted entities or persons who will provide goods or services at the Sheraton Boston Hotel at their request and on their behalf, i.e. Florists, Decorators, Designers, Lighting Contractors, Sound Contractors, Audio Visual Providers, Convention/Show Set-Up Contractors, etc.

<b>GROUP NAME:</b> _____
<b>CLIENT NAME:</b> _____
<b>ADDRESS:</b> _____ <b>CITY:</b> _____ <b>STATE:</b> _____ <b>ZIP:</b> _____
<b>PHONE:</b> _____ <b>FAX:</b> _____ <b>EMAIL:</b> _____
<b>CONFERENCE / EVENT DATES:</b> _____
<b>SALES MANAGER:</b> _____ <b>EVENT MANAGER:</b> _____

The following guidelines have been developed to ensure the utmost safety and care for all guests of the Sheraton Boston Hotel. Our goal is to uphold the integrity of the Hotel to ensure a successful event and to preserve the quality of the meeting space for future guests.

The Hotel recognizes that clients may elect to hire third party vendors to supply a variety of different event related services, including audio-visual production, decorations, custom signage, exhibit booths, etc. Should you choose to use a third-party vendor, the following guidelines must be met.

A copy of these guidelines must be signed by the client and each vendor, and returned to the Sheraton Boston Hotel **at least 30 days prior to the event.**

Thank you,

The Sheraton Boston Hotel

## REQUIRED DOCUMENTATION & DUE DATES

All of the following required documentation must be signed and returned to your Hotel Event Manager on or before the following due dates:

DOCUMENT TYPE	DUE DATE
Exhibit Service Kits	Prior to selling any booths
Fire Marshal Diagrams	60 Days Prior to Event Date
Signed Copy of The Third-Party Vendor Agreement*	30 Days Prior to Event Date
Third Party Indemnification	30 Days Prior to Event Date
Certificate(s) of Liability Insurance*	30 Days Prior to Event Date
Schedule Fire Watch with Hotel Loss Prevention Team	30 Days Prior to Event Date
Electrical Requirements	30 Days Prior to Event Date
Catering Orders (Crew Meals and Breaks)	14 Days Prior to Event Date
Detailed Production Schedule	14 Days Prior to Event Date
Loading Dock Schedule	10 Days Prior to Event Date
Copies of All Necessary Licenses and Permits	10 Days Prior to Event Date
List of All On-Site Authorized Contacts and Phone Numbers	72 Hours Prior to Event Date
Scheduled Pre-Inspection and Post-Inspection (Date/Time and Contact Name(s) and Cell Phone Number(s))	72 Hours Prior to Event Date

\*Note: If your company has ongoing business opportunities in our Hotel, these documents may be provided once per year. The Hotel's Event Management Department will keep these on file and we will require updated copies annually. All other documents are "show" specific and therefore must be provided for each individual event.

## **Planning Phase**

1. All vendors planning to provide services within our facility must produce a Certificate of Insurance. The USD amount of coverage depends on the service being provided. Please consult with your Event Manager to determine the USD amount of coverage required to perform your services on Hotel premises. The certificate must be received and processed no later than 30 days prior to load-in, and it must name the facility and its ownership as additional insured. The policy information provided will be used as the primary policy and will not be contributory with the facility or ownership insurance.

**Please send a certificate of insurance naming the following entities as additional insured:**

**HST Lessee Boston LLC DBA Sheraton Boston  
Marriott Hotel Services, Inc.  
Host Hotels & Resorts**

**The certificate holder will be:**  
Sheraton Boston Hotel  
39 Dalton Street  
Boston, MA 02199

2. The attached **Hold Harmless Agreement** must be signed by all vendors and delivered to the appropriate Convention/Event Manager. This document will be kept on file, indemnifying and holding the hotel harmless from any claim of damages resulting from equipment used or labor provided by the vendor.
3. All vendors are responsible for sending their desired load-in and load-out times to the appropriate Convention/Event Manager. Once approved, these contracted times must be adhered to and cannot be changed without written approval from the Hotel. A Loading Dock Detail, at an additional cost, may be required for extensive load-in and load-out.
4. When applicable, production vendors may be required to create a show diagram that demonstrates the full scope of the event. These diagrams will help the Convention/Event Manager to allow for ample back aisle access so that all hotel food & beverage operations can be executed in a safe and efficient manner. Special consideration must also be given to guests attending the events and any rigging or power distribution requirements provided by ENCORE.
5. Clients and vendors are expected to fully comply with all applicable City of Boston and the State of Massachusetts Fire Regulations. Your Convention/Event Manager will require a **City of Boston Fire Certificate** for any installation of velour drapery, fireproof decorations or alterations. If you elect to work with ENCORE as your provider, these certifications are already on file with the Hotel.
6. In support of your event, your vendors may require a variety of different items from the hotel, including stage risers, tech tables, soft seating, pipe & drape, easels, etc. In most cases these items are available through your Convention/Event Manager. Please request these items as soon possible, as inventories are limited. Standard rental rates may apply.
7. **FOG/HAZE MACHINES & PYROTECHNICS**
  - a) The use of any compressed gas canisters, pyrotechnics or confetti cannons are forbidden in our facility. Smoke/haze machines, or any other device intended to ignite or emit any substance into the air is forbidden without the approval of the hotel. If approved, the use of such items for any required advance viewing or the actual show will require the presence of a Fire Marshal and additional staff, at the expense of the client.
  - b) Should a Fire Marshall be required, the client will be responsible for all related charges including temporary modifications to the hotel's life safety system.

## **8. MOTORIZED VEHICLES INSIDE THE HOTEL**

- a) All motorized vehicles must be coordinated through the Hotel's Convention/Event Manager and a permit must be obtained by the client from the Boston Fire Department. A letter from the hotel to the Boston Fire Department Captain is required when submitting a permit request to BFD.
- b) Definition: Motorized vehicles are defined as any vehicle which is propelled by an internal combustion engine using Class-I or Class-II fuel, such as, but not limited to, automobile, trucks, motorcycles, aircraft, and watercraft. All vehicles must be manually pushed into the hotel and into their final display position.
- c) All motorized vehicles must have the battery(ies) disconnected at the "HOT" lead. The lead shall be safely secured. Fuel tanks need to be at 1/8 tank of gas or less. Vehicles must be manually pushed into freight elevator on the basement level as well as any other vehicle movements during load in, load out and display. All vehicle load in and load out activity needs to be coordinated with the Sheraton Boston Hotel's Director of Loss Prevention.
- d) All motor vehicle tanks containing fuel shall be furnished with locking type caps or sealed with tape to prevent inspection by viewers. Tractors, chainsaws, generators, and other such fuel-powered equipment shall be safeguarded in a similar manner.
- e) Keys to the motor vehicle to be held on-site by the Hotel's Loss Prevention Department Supervisor.
- f) Upon entering, Visqueen (protective plastic) must be laid under the place where the vehicle is to be located. The Visqueen must remain under the vehicle during the time the vehicle remains in the Hotel.

### **PLEASE NOTE UNLESS SPECIFIED OTHERWISE IN THE GROUP SALES AGREEMENT, THE HOTEL MAY REQUIRE ADDITIONAL CHARGES FOR THE FOLLOWING:**

- \*Ordering any additional equipment that exceeds the existing hotel inventory, including existing hotel equipment already confirmed to other groups
- \*Requests for room refreshes/cleaning of less than (30) minutes based on complexity of set-up and size of meeting room
- \*Request for services over and above hotel standards such as water service on tables for events larger than (70) people
- \*Movement of materials from one meeting/function space to another
- \*Delays from agreed upon move in/move out times, which impact another event
- \*Noise disruptions during setups, sound check, rehearsals or an event itself that affects any other events in the Hotel
- \*Excessive trash removal and cleaning fees

## **9. FOOD AND BEVERAGE**

All food and beverage needs must be coordinated through the Hotel Event Planning Office for both the show as well as any exhibitor activity. The exhibitor contractor should notify the Event Manager in writing of any exhibitors dispensing food & non-alcoholic beverage from their booth which is not provided by the Hotel at least thirty (30) days prior to the show. Hotel must approve any such products in advance. Service fees may be assessed as deemed appropriate by the Hotel. A food waiver form must be filed with the Hotel prior to any outside food and non-alcoholic beverage being dispensed on Hotel premises. No alcoholic beverages are allowed which are not sold nor dispensed by the Hotel. No cooking on hotel premises is allowed.

Kitchen space or use of the Hotel's kitchen equipment is not permitted. Any equipment or supplies needed may be rented or purchased through arrangements made with the Hotel on a case-by-case basis.

All requests for kitchen preparation or use of Hotel personnel must be made in writing at least thirty (30) days prior to the show. These are only requests and will be honored with the approval of the Executive Chef.

## **10. SIGNAGE & BANNERS & BRANDING**

No handwritten signs or posters are permitted anywhere on Hotel property. Signage must be professional in appearance. The Hotel reserves the right to approve all signage and graphics to be displayed in the Hotel's public space and ballroom foyers. Signage is not permitted in the Hotel lobby without prior approval.

Banners are not allowed to be hung anywhere in the Hotel without approval from the Hotel Event Manager. If approved, Hotel's Engineering Department is responsible for hanging banners in public space. Encore would be responsible for hanging in the meeting space.

Gobo Projection options are available as alternative signing solutions. Contact Encore for consultation.

## **11. MEETING ROOM RE-KEY (SECURITY CORES)**

Most satellite meeting rooms have the ability to be re-keyed and a security core placed on them. There is a \$75.00 charge per room. Please discuss needs with your Event Manager.

## **On-Site Rules & Expectations**

1. All vendors are responsible for leaving our facility in the same condition as it was given to them. This includes removal of all trash, props, cardboard, decorations, plastic, covering material, tape, etc. Cleaning fees will be assessed if excessive amounts of items are left behind, or if any floor, wall, or ceiling marks require more than traditional cleaning.
2. The hotel reserves the right to conduct a pre-show walk thru to document any existing defects in the back-of-house and public space areas, as well as all meeting spaces that have been contracted for the event. At the conclusion of the event, a post-show walk thru will be used to document and estimate any applicable damages. The client and their vendors will be liable for any necessary repairs.
3. No parking is available for third party employees at the hotel. If the vehicles being used meet the height and size restrictions of the Copley Place Garage, parking is available on a space available basis and at additional fees. For over-sized vehicles or trucks, you are responsible for locating and contracting compatible parking for the duration of the event. Parking of any vehicle in the hotel loading docks is prohibited, unless the vehicle is part of a scheduled load-in or load-out.
4. All load-ins or load-outs lasting more than 90 minutes or comprising of more than 3 trucks must obtain a loading dock detail at additional charge. A notice of seven (7) days is suggested to ensure proper coverage of the detail. Ask your Event Manager for specific loading dock and freight elevator

information including location, measurements and capacities.

5. All Third-Party labor must wear clothing that is neat in appearance. Collared, logoed shirts are preferred. Outside contractors and their employees must enter and exit the hotel through the Hotel associate entrance. All staff of Third-Party Vendors are required to check in and out with our Loss Prevention Department prior to entering the premises and present a proper I.D. Hotel Loss Prevention will issue a temporary permit to outside staff that must be worn at all times. Any staff not able to produce this temporary permit will be removed from the facility. The Loss Prevention Office is located on the mezzanine Level of the Hotel on the Harcourt Street side of the building.

Contractor's responsibilities are as follows:

- Sign in and obtain a visitor badge on daily basis
- Wear visitor badge at all times while on property
- Contact the Loss Prevention Director or his designate immediately if any problems or issues should arise

All breaks shall be taken in authorized areas; either at the work site or off-property. No eating or drinking is permitted within the meeting space (exception being meeting space being worked within) or foyer space as well as any customer-facing areas. Use of the Hotel associate cafeteria is prohibited.

Contractors are forbidden from entering any guest 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, unless you are a guest of the facility.

Fighting, creating disturbance, horseplay, disorderly conduct or the use of abusive language is a violation of Hotel policy and will result in immediate removal of the individual from the premises. Theft, attempted theft, misappropriation of property or aiding of such acts will also result in immediate removal with possible criminal prosecution. Third Party Vendors or Contractors must report property damages to proper authorities i.e. Event Manager, Events Service Managers or Banquet Managers.

No possession or consumption of alcoholic beverages or being under the influence of alcohol or drugs while on the job and/or on Hotel property.

No unauthorized entrance to a guest room

The Hotel will not tolerate harassment of any type

Contractor's and their employees must not use public guest elevators and restrooms. There are designated service elevators and staff restrooms for use.

6. Vendors and sub-contractors are forbidden from entering any guest areas or any back of the house areas other than the areas they are directly working in. Use of the guest elevators is forbidden at all times, unless they are a guest of our facility.

7. Equipment and supplies must be delivered to meeting rooms through service corridors only. Road cases cannot be transported through the public areas without the written consent of hotel management. Platform dollies of the four-wheel type are permitted for material movement into and out of the function area. Platform trucks may also be used, provided they are not equipped with metal wheels. Two-wheel hand trucks are also acceptable but must be equipped with rubber wheels at least 8" in diameter.
8. Storage space will be the sole responsibility of any client or third-party vendor. The facility will make every effort to help secure space but is under no obligation to provide space unless previously contracted. No equipment or cases will remain in the back of the house areas at any time. Cases are to be removed from the facility and brought back for load-out. No equipment/cases/crates will be permitted to cross over any of the marbled landings.

**THE FOLLOWING RULES AND REGULATIONS MUST BE FOLLOWED:**

- a) No materials can be affixed to the walls at any time using any type of adhesive. Using any tape or adhesive will damage the wall, thus resulting in damage fees.
  - b) Do not block fire exits. Must be eight feet from any egress or fire exit doorway.
  - c) Do not tamper with, cover or attach any decorations, lighting or fixtures to the fire sprinklers or sprinkler water pipes.
  - d) Do not tamper with, cover or attach any decorations, lighting or fixtures to the smoke detectors.
  - e) Hotel Equipment, if authorized by the Hotel to be used by the Third-Party Vendor, must be returned in the same condition with which it was received.
9. Due to Fire Marshal regulations, pipe and drape of any kind is not allowed in the foyer areas without prior written consent from the Hotel's management.
  10. The installation and construction of wooden stages must comply with Boston Fire Codes and not block egress. No nails or bracing wires used in production set-ups may be attached to the Hotel building. No painting, mixing of chemicals or explosive materials shall be permitted inside the Hotel. No sawing or cutting of materials with any power tools shall be permitted within the Hotel.
  11. Meeting spaces within the hotel are contracted to include setup & tear-down times. Vendors are responsible for knowing these time limitations and scheduling their labor accordingly. If any items are left in the meeting space beyond the contracted times, the Hotel reserves the right to remove these items and store them at the vendor's expense if storage is available.
  12. Outside vendors are permitted to use the Hotel's waste dumpster and single stream recycling dumpster for reasonable amounts of trash during the course of the event. The Hotel's Convention/Event Manager should be notified if high levels of trash are anticipated so arrangements can be made to empty the dumpsters on a more frequent basis. There may be an additional charge to the vendor depending on the frequency. Leftover freight pallets should be removed from the property at the end of the event.
  13. Box Movement within the meeting space will be serviced by the Hotel's Event Services Department. Current charges are \$5.00 per box and \$100.00 per pallet. Charges will be added directly to the client's master bill unless alternate billing arrangements have been made. Should loading or off-loading of any personal vehicles be required at the loading dock, the client or third-party vendor is responsible for securing outside labor to perform such services.
  14. Parcel Management on-site is handled by FedEx Office. Please ask your Event Manager for the current rate & services sheet which also includes proper addressing of shipments.

## **Audio Visual & Production Requirements**

The Sheraton Boston Hotel is proud to partner with ENCORE. The on-site ENCORE team provides audio visual rentals and production services to many of our customers. ENCORE is also Sheraton's exclusive provider of rigging, power distribution, and network services. This does include all equipment necessary to deliver these services. The following requirements have been put in place to enable the Hotel to provide a safe environment that is consistent with the Hotel's expectations of quality.

All vendors planning to provide audio-visual or production work within the Hotel must contact ENCORE and their Convention/Event Manager **no less than 30 days prior to load-in**. ENCORE and the Convention/Event Manager will make sure that the requirements within this document are met before the vendor will be permitted to work inside the Hotel. Most of the information required by outside audio-visual or production vendors can be found by visiting our website.

1. For all events utilizing an outside vendor, a ENCORE representative must be present to supervise the load-in, setup, and load-out of the event. This ENCORE representative will ensure that the Hotel's audio-visual standards are in place and will also provide instant access to a Hotel representative who can supply needed help or supplementary equipment. For events located in our ballroom, this service also includes access to our ballroom lighting control system. The total cost for the Hotel Liaison is \$800, which is divided between the load-in and the load-out. The effective rate is subject to change based on overnight requirements or holidays.
2. All load-ins or load-outs lasting more than 90 minutes or comprising of more than 3 trucks must obtain a loading dock detail at additional charge. A notice of seven (7) days is suggested to ensure proper coverage of the detail.
3. To maintain the integrity of our in-house sound systems, outside vendors are not permitted to patch or connect into this system. Proposals provided by outside vendors should include stand-alone sound systems for all rooms that require sound reinforcement.
4. If a scissor/genie lift is required to complete the desired setup, ENCORE must provide this equipment. Outside scissor/genie lifts are not permitted within the Hotel for any reason. If you require equipment of this type, please contact ENCORE for pricing information. NOTE: The use of a ENCORE scissor lift is required for any/all rigging calls.
5. Any work completed inside the Hotel needs to be completed at the highest standard of quality. Vendors must properly dress and skirt/drape all screens, carts, and stands, and pay special attention to those setups that are viewable from the public spaces.
6. All cabling needs to be properly secured in a safe manner. No doorways may be obstructed in any manner by cabling. Cable ramps are to be used wherever foot traffic is anticipated. If you require cables to be secured in the ballroom ceiling, ENCORE can provide a quote for the appropriate equipment and labor.



## **Power, Rigging, & Internet Services**

### **1. POWER DISTRIBUTION SERVICES**

- a) ENCORE is the exclusive provider of power distribution services at the Sheraton Boston Hotel.
- b) Power distribution services are required when the event's electrical requirements exceed one basic wall outlet. ENCORE offers a variety of different power strips and modern USB charging stations for all types of different meetings & events. For larger ballroom functions, three phase power services are available for audio-visual production.
- c) The City of Boston requires a permit to be obtained for all three phase power drops. For this reason, we require all electrical requirements to be submitted no less than 30 days prior to the load-in.
- d) All "cam-lock" or "feeder" cabling being connected to the Hotel's infrastructure must be provided by ENCORE. All labor related to connecting, laying and taping cables, and voltage testing must be provided by ENCORE.
- e) Please contact ENCORE for information regarding the capabilities of the facility and pricing.

### **2. RIGGING SERVICES**

- a) ENCORE is the exclusive provider of rigging services at the Sheraton Boston Hotel. All labor related to rigging services and connecting items to the Hotel infrastructure must be provided by ENCORE. An ENCORE rigging advance is required at least 30 days in advance of venue load-in. Overtime labor rates may apply if the advance is received after this deadline.
- b) Rigging services is defined as any piece of equipment hung overhead, either on a group supported truss or tower or suspended from the Hotel's ceiling or underlying steel infrastructure. These items include truss, lighting, sound systems, video screens, banners & signage, drape & décor, etc.
- c) All rigging motors, power distribution, and cabling must be provided by ENCORE. This also includes all ground supported structures, truss, equipment lifts, pipe or any other hardware used to affix production equipment overhead. Upon completion of the Rigging Advance, ENCORE will provide a detailed explanation of all required equipment necessary to complete the desired production design.
- d) ENCORE regularly inspects and re-certifies the rigging points and rigging motors to ensure safe operation. The Hotel's rigging points are rated for 1,000 pounds each, and items weighing more than 100 pounds require a rigging motor.
- e) A full description of weight ratings, venue restrictions, and downloadable CAD documents are available through your ENCORE representative.

### **3. INTERNET SERVICES**

- a) ENCORE is the exclusive provider of internet services at the Sheraton Boston Hotel.
- b) Outside vendors will not be granted physical access to any of the network IDF closets or hardware inside the Hotel. All programming and labor related to networking must be provided by ENCORE.
- c) The Hotel has 1 Gbps of network bandwidth available in the meeting spaces. For small groups that require basic Wi-Fi access, our shared meeting space network can be used. If your function has a large amount of attendees or is dependent on the internet, ENCORE can dedicate and guarantee a specific amount of bandwidth just for your group.
- d) Full customization is available through ENCORE including personalized network SSID's, splash pages, website re-directs, VLAN's, and static IP's. All bandwidth can be routed via hard-wire Ethernet ports or Wi-Fi access points.
- e) Please contact ENCORE for information regarding the capabilities of the facility and pricing.

The Sheraton Boston Hotel reserves the right to refuse or deny access to our facility to any Third-Party Vendor who does not meet above agreements. For all agreements listed above, the Director of Security of the Sheraton Boston Hotel, the Director of Event Management, or a duly designated representative thereof, will be the final arbitrator of any disputes.

The entities/person that will be contracted by the organization to perform or provide services and or goods at the Sheraton Boston Hotel are:

<p><b>Outside Vendor Company Name:</b> _____ <b>Phone Number:</b> _____</p> <p><b>Outside Vendor Contact Name:</b> _____ <b>Authorized Signature:</b> _____</p> <p><b>Date:</b> _____ <b>Event/Catering Manager Signature:</b> _____</p>
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This document, in its entirety is agreed to, acknowledged, and accepted.

## RELEASE AND HOLD HARMLESS AGREEMENT

In consideration of value received and the right to \_\_\_\_\_  
\_\_\_\_\_ On the Hotel Premises I, for myself, my heirs, assigns, executors and administrators, do hereby release and forever discharge Marriott Corporation, the Sheraton Boston Hotel, CCMH Copley LLC, their officers, directors, and employees from all manners of action, causes of action, suits, debts, damages, or claims and demands of any type or kind whatsoever that may arise on account of, any reason or cause, injury or death, whatsoever occurring from, connected with, or originating from \_\_\_\_\_  
\_\_\_\_\_ at the Hotel on or about \_\_\_\_\_.

Furthermore, I agree to indemnify, defend and hold harmless and blameless, Marriott Corporation and the above named parties from and against all liability, claims, suits, demands, damages, judgments, costs, and expenses to which Marriott Corporation or any of the above named parties may be subject or suffer whether by reason of, any person or persons for damage to property or otherwise arising from or in connection with the \_\_\_\_\_  
\_\_\_\_\_ at the Hotel.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_.