



Hilton

NEW ORLEANS RIVERSIDE

We look forward to having the opportunity to work with your company in the near future. The Hilton New Orleans Riverside takes great pride in the service we offer to all of our guests. We want to partner with you in order to provide an exceptional level of service to our clients.

We take enormous pride in the condition of our space and do ask that great care is shown by all production work teams. Please review the following information carefully. If you have any questions, please feel free to contact the Event Manager assigned to your group. The hotel's direct number is (504) 561-0500.

EXHIBITOR/PRODUCTION/AUDIO VISUAL RULES AND REGULATIONS

All production personnel are expected to comply with the rules of the house which follow below:

1. The agreement shall be completed and signed on page #6. A copy must be returned in advance of arrival.
2. A certificate of Insurance on file showing coverage of comprehensive general liability insurance and contractual liability insurance in the amount of not less than \$2,000,000 combined single limit for personal injury and property damage. The following indemnities are to be listed as additional insureds:

International Rivercenter Lessee, LLC
Hilton Worldwide Holdings Inc. their subsidiaries and affiliates, and each of the employees, directors and agents

3. A copy of these Production and Audio Visual Rules and Regulations is signed and on file with the hotel.
4. All Local, State, Federal and Hilton New Orleans Riverside codes and regulations are followed.

PERSONNEL

1. Responsible temporary laborers for erection and dismantling operations must be procured only through the Production or AV Company.
2. Any employees of the Production or AV Company are required to wear uniforms, collared shirts or name badges identifying the company they represent.
3. All non-Hilton Event Staff must check in at the 1st floor Security office to obtain a Visitors' wrist band, which must be worn at all times while on hotel property. New wristbands will be issued each day.
4. Each individual working the load-in / load-out will be required to provide a valid photo identification card in order to obtain access to the facility.

5. **Smoking, eating or drinking is prohibited within the hotel's public space by outside employees. Smoking is expressly prohibited on this Hilton campus.**

The only exception to the Food & Beverage rule are Hilton supplied vendor meals.

6. The consumption of alcohol is expressly forbidden. Possession or use of drugs other than those prescribed by the employee's physician is prohibited. Violation will result in immediate removal of the individual from the premises and possible legal action.
7. The Hilton New Orleans Riverside has a no Firearms Policy even those properly licensed to carry. Any participant in a physical altercation shall be subject to immediate removal of the individual from the premises and possible legal action.
8. Gambling is prohibited within the hotel.
9. Theft, attempted theft, misappropriation of property or the aiding of the same will result in immediate removal and criminal prosecution.

MOVE IN/MOVE OUT-INSTALLATION/DISMANTLING

1. The Production or AV Company is required to provide a written move in/move out schedule to the Event or Catering Manager. These dates and times must be agreed upon and adhered to by both parties.
2. Entrance to the main building of the Hotel with the exception of the Churchill Ballroom is made via the loading dock located on the 1st floor off of Convention Center Blvd. Riverside meeting space is accessed via the Riverside loading dock. All vendors must check in at the 1st floor security office to obtain a Visitors' wristband, which must be worn at all times while on hotel property. New wristbands will be issued each day.
3. Loading dock hours are 6am to 1pm. At 1pm, the gate is secured and access to the loading dock is granted only through the Security dispatch office.
4. As a commitment to your event's success, **an audiovisual liaison will be assigned** to your program should you elect to hire an outside audiovisual vendor. The audiovisual liaison will be scheduled based on your scheduled load-in and load-out times over the official dates of the program and will be billed to your master account at the rate of **\$850.00 a day**. The total quantity of liaisons will be determined by ENCORE Services dependent on the duration and scope of the load-in/load-out schedule. This will ensure the convenience of having experienced audiovisual technician(s) with intimate knowledge of the meeting space to be available on site and to assist with pre- event consultation and any last minute assistance or emergency support.
5. Access to the Churchill Ballroom is made via an up-ramp of the Hilton garage directly off of Convention Center Blvd. It is the responsibility of the outside company to provide the necessary forklifts to transport equipment up this ramp. **Please note that forklifts can only be brought to the top portion of the ramp.** Forklifts cannot be utilized to move equipment to the doorway of the Exhibition Center. It is necessary to utilize hand trucks and carts to move from the top level of the ramp to the doorway.

6. It is necessary to coordinate with both the Hotels' Security and Parking Supervisors when utilizing the up-ramp into the Churchill Ballroom. The ramp must be blocked off to normal vehicle traffic. It is the responsibility of the outside company to ensure that the barricades remain in place to prevent vehicles from leaving the garage without payment. Traffic cones for the ramp must be provided by the incoming group. Upon conclusion of move in/out, the outside company must contact both the Parking Supervisor and Security to inform them to reopen the ramp.
7. A production schedule including dates, times and the number of vehicles required to move in/out must be provided to the Events Manager or Catering Manager at least 10 days prior to the move in date. Due to the limited number of dock spaces at the Hotel, every attempt will be made to have a dock space available at this set time, however all in and out access will be regulated by the Hotel's Security department. Four single bay docks are located in this area with adjustable height from ground level to four feet.
8. The parking of event related vehicles including but not limited to trucks & trailers in any length of time in excess or allotted time at the loading dock or on Hotel property is prohibited. Unless a trailer is being loaded or unloaded it may not sit on site. Trucks may not be left parked and unattended for any reason.
9. A walk through of the assigned function space is to be conducted with the Event Services Department and Production or AV Company representative/ supervisor both prior to and following a function. The Events Services Manager will meet the Production/AV Companies representative at the scheduled move-in time. It is the responsibility of the Production or AV Company to ensure that the meeting space is in the same condition following the event.
10. All production equipment delivered to meeting rooms must be transported through service corridors and service elevators. Equipment such as road cases, are not to be transported through the public areas or Guest elevators.
11. The floor of the Grand Salon is capable of holding weights of 100 pounds per square foot. The floor of the Churchill Ballroom is capable of holding weights of 70 pounds per square foot, however, please note the garage and up-ramp to the Churchill Ballroom has a capacity of 40 pounds per square foot.
12. **No forklifts, powered pallet jacks are allowed in the Grand Ballroom, Grand Salon, Churchill Ballroom or any meeting room/public space in the Hotel.**
13. **When moving into or dismantling any room in the Hotel, concerning exhibits, AV setups or décor, all areas where equipment is moved in the meeting rooms must be protected with commercial grade visqueen (minimum weight = 28 lbs). Carpeted plywood or micro boards may not be used. All equipment crates, AV crates and any storage units must stored in a room, under no circumstances should equipment crates be left or stored in back hallways, Fire Egress Areas, or the Loading Dock itself. All unneeded equipment, empty containers or other items will be stored on the vendor's truck or at a separate location and is the responsibility of the vendor to arrange. All operators of motorized equipment for move-in and move-out must be OSHA certified.**
 - a. **Visqueen is be provided by the production/exhibit company or companies. It is the responsibility of the client to send and disclose these production guidelines to their contracted vendors and/or all parties loading into the hotel.**
 - b. **It is the responsibility of the contracting party to negotiate/recuperate any charges for production load-in/load-out including ENCORE fees for liaison, and/or damages that arise as a result of the production load-in / load-out.**

c. The hotel cannot be held responsible for any delay in load-in or load-out that may occur as a result of visqueen arrangements not confirmed in advance.

14. Visqueen must be installed under any & all installations. No nails or bracing wires used in production set-ups may be attached to the building. No painting, mixing of chemicals or combustible material is allowed inside the Hotel. No sawing or cutting of material with any power tools is allowed within the Hotel.
15. It is the Production/AV Company's responsibility to have the floor in inspection ready condition at the conclusion of move-out. This includes the removal of all trash & remnants from the group. Any costs incurred by the hotel as a result of non-compliance shall be billed back to the construction company.
16. Decorative fabric including but not limited to table linen, installed curtains or other decorative materials must be flameproof in accordance with the Fire Prevention Bureau Regulations. All up lighting must be LED and protective bases must be in place when setting on floors and next to walls. **No theatrical lighting is allowed.**
17. No decorations may be attached, nailed, taped, or otherwise affixed to the walls, ceiling, columns, or any other structure of the Hotel.

FREIGHT ELEVATORS

1. Two freight elevators with interior dimensions of 8'Lx6'2" W x9'H and door measurements of 4'4"W x 8' H are located in the service corridor on the east side of the Churchill Ballroom with access from the loading dock. Capacity of these elevators is 4000 lbs.
2. Two freight elevators with interior dimensions of 6'L x 7'5"W x 10' H and door measurements of 4'W x 8'H are located in the service corridors west of the Grand Ballroom with access to the 2nd and 3rd floor meeting rooms. Capacity of these elevators is 4000 lbs.
3. Riverside freight elevator dimensions are 6'5"L x 4'9"W x 6'9" H.

FREIGHT DELIVERIES AND STORAGE

1. The Hilton New Orleans Riverside cannot accept freight shipments for exhibitors. Freight must be consigned through the show management or their designated subcontractor. Any freight received at the Hotel prior to the move in dates will be returned. If a drayage company has been contracted for the particular event and arrangements have been made through the Event or Catering Manager, the hotel will attempt to contact that company to pick up any items delivered to their attention. However, should the hotel be unable to make contact, the shipment will be refused and returned to sender.
2. The Hilton New Orleans Riverside does not provide advanced storage of any kind. All freight must be delivered during the occupancy period as stated in the contract and removed before expiration of the same.
3. The Hilton New Orleans Riverside has no storage facilities for Production/AV Company's equipment. This is the responsibility of the Production or AV Company.

ELECTRICAL SERVICES/SOUND SYSTEM PATCHES

1. ENCORE and Hilton New Orleans Riverside personnel handle all connections to the building's power sources. The production or AV Company is responsible for all charges for connecting to and use of the Hotel's power sources.

2. Only ENCORE is permitted to service an exhibit utilizing the sundry electrical outlets. Contact ENCORE for pricing concerning these services.
3. **Only ENCORE is allowed to patch into the house sound system.**

RIGGING

1. ENCORE has been designated as the official rigger for the hotel. Use of the hang points located in the Grand Ballroom is allowed only when contracted through ENCORE Sales Department:
Direct: 504-592-8000
Fax: 504-592-8001
E-mail:
4117exhibits@ENCORE.com
2. All connections to the ceiling or roof support structure of the Hotel in areas other than the Grand Ballroom must obtain approval through the Event Manager at least 30 days prior to move in.

SECURITY

1. The Production or AV Company is responsible for the security of its own equipment at all times.
2. A list of approved security firms is available through the Event Manager. These companies have provided the required certificate of insurance and hold harmless agreement to the hotel in advance. Please be advised that the Hilton New Orleans Riverside, Hilton Hotels Corporation and the International Rivercenter LLC do not recommend or endorse any particular security company over another. It is the responsibility of the guest/client to negotiate, contract and enter into agreement with any of the companies included on the pre-approved list.
3. No armed guards will be allowed on the Hotel premises at any time.

SAFETY REGULATIONS

1. Any exposed wiring, piping, or conduit must be covered with an acceptable bridge for public safety approved by the Hilton.
2. All exits must remain accessible. It is permissible to block an exit with drapery, however, access through the drape must be provided, and a sign, easily visible, placed on the drape indicating the access as an "emergency exit." (See item 3 for clarification of egress blocking).
3. A Fire Marshall approved floor plan must be provided to the Event Manager 30 days prior to exhibit move in and must include and egress blocking with explanation to include pipe and drape as well as any other configurations to the room limiting emergency evacuation.
4. The Production or AV Company is required to contact the Events Manager and the Director of Security of the hotel should there be any proposed use of Haze, Dry Ice, Chemical Fog or Pyrotechnics of any classification in the hotel. The Production or AV Company will be responsible for obtaining a Special Operations Permit from the New Orleans Fire Department, pay the associated permit fee and will contract with the NOFD to establish a Fire Watch during show times, if approved, so that the hotel's life safety system can be bypassed to prevent an unwanted evacuation of the facility. The Production or AV Company is fully responsible for all fees associated with the permitting and Fire Watch separate from the master billing account.

5. The Production or AV Company accepts responsibility for any costs assessed to inspect or replace sprinkler heads or smoke sensors that have been discharged in the course of an event and will be held responsible for any costs or fines assessed by the fire department for a false alarm.
6. A material Safety Data Sheet (MSDS) is required for any chemical utilized by a Production or AV Company.

CLEANING AND CUSTODIAL SERVICES

1. It is the responsibility of the Production or AV Company to clean any area that they use and to remove any tape residue, used tape balls or large stains.

SIGNAGE

1. Signage must be neat and professionally made to fit on a standard tripod easel. Signage must be disclosed and approved by the hotel prior to group arrival. Signage that is placed without hotel approval will be removed immediately.
2. No signs, posters, or any other type of communication advertising or promoting exhibits will be allowed on any floors of the Hotel.
3. Pipe and drape is not allowed in the foyer areas of the hotel without the approval of the Convention Service or Catering Manager.

DAMAGES

1. Damages to the furniture, fixtures, and equipment of the assigned public meeting space are the responsibility of the Production or AV Company.
2. An acknowledgment of damages will be presented to the Production or AV Company at the end of the convention or function.
3. All claims for damages will be submitted to the Production or AV Company in writing within 10 business days following the final walk-through.

ACKNOWLEDGMENT

I have read these regulations and will enforce them when working at the Hilton New Orleans Riverside. I understand that failure to enforce them may result in financial penalties.

PRINTED NAME/
SIGNATURE: _____

COMPANY: _____

DATE: _____