



Hilton

Waikoloa Village®

On Hawaii's Big Island



Hilton Waikoloa Village Contractor/Vendor Working Guidelines

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OUTSIDE CONTRACTOR/VENDOR POLICIES AND PROCEDURES

The Hilton Waikoloa Village welcomes the services of the many vendors associated with Convention groups hosted at our hotel. We pride ourselves on being a world class resort and continue to portray this image throughout the resort complex.

The following policies must be adhered to by all contractors/vendors when providing contracted services on property. A copy of these policies is included with each client resume which contains all the contractual information associated with the group's movement.

1. The Employee Entrance located at the back Loading Dock of the hotel is the only designated entrance and exit for contractor/vendor employees.
2. All contractor or vendor employees will be required to check in at the Security Office daily to receive a Visitor's Pass for the day.
3. Contracted employees staying in hotel guest rooms must present their Hotel Guest I.D. Card to the Security Office; a Contractors Pass will then be issued to the contractor, showing the official in-house dates.

This pass must be worn for access to all back-of-the-house facilities during all phases of setup, operation, and tear down.

4. Contractors or vendors must also wear a company identification badge or clothing that identifies the vendor they are working for.
5. The Loading Dock is the only designated area for receiving of goods. Vendor access to the Loading Dock is allowed between 2 pm until 3 am on Monday through Friday and from 1 pm on Saturdays until 3 am on Mondays.
6. Consumption of any alcohol (to include liquor, beer or wine) on job sites during working hours is strictly prohibited. Non-compliance of this rule will call for immediate request to leave the property.

7. Upon availability, the Hilton Waikoloa Village will offer meals for contractors/vendors in the hotel's Employee Cafeteria. Tickets for each meal must be purchased in advance from the Security Office.

Proper clothing and identification will be required by all contractors/vendors who wish to use the Employees Cafeteria during meal periods.

The Cafeteria Manager will reserve the right to refuse service to anyone who does not show proper respect to Hotel employees while in the Employee's Cafeteria, is abusive and interrupts the normal activity of the Cafeteria.

The Hotel will reserve the right to close the Cafeteria to contractors/vendors due to extremely busy time periods or as the Hotel deems necessary. In addition to the Cafeteria option, the Hotel will offer custom-designed "Production Meals" via the Catering, Meetings & Conventions Office. These meals will be delivered to/setup by the Banquet staff in the designated production area.

8. The Hilton Waikoloa Village will not be held responsible for contractor's/ vendor's property on Hotel premises.
9. All bags and boxes are subject to a Security check upon entering or leaving the building. Any refusal of the required inspection will be cause to bar the said contractor/vendor from the hotel premises.
10. All contractors/vendors must stay in designated job site areas; "straying off" to any other areas of the hotel will not be allowed under any circumstances.
11. The Hilton Waikoloa Village respects the privacy of our Hotel guests. Large group gatherings in restaurants while in work attire will not be permitted. If meals are taken in hotel restaurants, small parties of up to 6 persons will be allowed.

Abusive behavior and/or lack of respect for hotel guests and employees while in Hotel restaurants will not be tolerated and will be cause for barring the said contractor/vendor from the hotel premises.

12. All contractor/vendor work areas must be kept clean and safe at all times; Hotel employees are not responsible for cleaning up after a job set up, during executions, or job tear down. Deflated balloons, used florals/greenery, floral remains, saw dust from construction, paint, etc., guide wires remaining after a job, or any other form of trash remaining after job completion will remain the sole responsibility of the contractor/vendor company.

13. Any form of shouting, use of profanity, or confrontation with hotel guests or hotel employees in any area of the resort will not be tolerated and will be cause for barring the said contractor/vendor from the Hotel premises.

14. Each contractor/vendor company will be responsible for providing a primary contact or supervisor. The designated contact or supervisor will be responsible for the actions of their employees at all times while on the hotel premises and will respond positively to Hotel Security or Management when addressed.

The designated contact or supervisor will also be responsible for informing and ensuring that all crew members involved in any phase of production (either on a full or part-time basis) are made aware and knowledgeable of the condition listed in this policy.

15. All contractors/vendors will be required to wear uniforms during performance of their contracted job duties while on site. If no uniforms are provided, the Hotel requires that all workers are dressed with shirts, shoes, long pants or dress shorts; tank tops, bare backs, bathing suits or torn clothing will not be permitted during performance of job duties.

16. Family members and friends should not be allowed to hang out at the job site and/or visit with contractors/vendors while on property. The job site should remain a working environment at all times.

SUBCONTRACTORS:

Vendors who may assist with your program will be required to review and sign our Contractor/Vendor Guidelines and procedures prior to any subcontracted activities. Production companies will be required to submit floor plans drawn to scale, including electrical requirements.

CERTIFICATE OF INSURANCE REQUIREMENTS

A Certificate of Insurance is required by all Subcontractors working within the Hilton Waikoloa Village. The following is the minimum insurance requirements.

COMPREHENSIVE GENERAL LIABILITY

(including contractual and products liability \$1,000,000 per occurrence

WORKERS’ COMPENSATION AND EMPLOYERS LIABILITY

Workers’ Compensation Statutory Limits
Employer’s Liability \$1,000,000 each accident
\$1,000,000 Disease policy limit
\$1,000,000 Disease each employee

AUTOMOBILE LIABILITY \$1,000,000 per Accident
(Covering all owned, non-owned, leased and hired vehicles)

AUTOMOBILE LIABILITY \$5,000,000 per Accident
(Taxi or shuttle services)

ADDITIONAL INSURED to be listed on Certificate of Insurance:

“Hilton Hotels Corporation, any of its subsidiaries and affiliates (collectively ‘Hilton’); and Global Resort Partners, including their employees, officers and directors; and Lanpar/HTL Associates are insured with respect to services provided at or for Hilton.”

The Certificate of Insurance will be required (1) one month prior to the start of the convention.

EQUIPMENT LOAD-IN/OUT PROCEDURES

PREREQUISITES

Prior to the actual load-in process, a walkthrough of the Loading Dock access route, service tunnel, entrances to back-of-house space and ballrooms (to include the condition of the above areas) must be made with the contractor/vendor, an Engineering representative, and Meetings & Conventions Floor staff representative. It is the responsibility of the subcontractor to schedule this walkthrough prior to granting any access to the Loading Dock and function space areas involved. At the same time, a complete diagram of staging, hang points, electrical requirements, fire permits, and any additional permits required by State or Federal regulations must be presented to and approved by our Engineering department.

All load-in activity from the Loading Dock to the Ballroom areas will be monitored by Hotel Personnel on a daily basis. All setups must be within approved Hotel guidelines and will be done in accordance with local fire codes and OSHA requirements.

The hotel Loading Dock is conveniently located for easy access to the service tunnel and the Ballroom/Convention Center areas.

ACCESS MEASUREMENTS

Height of Dock	3' 6"	
Length of Dock	42'	
Width of Dock	28'	
Distance from Loading Dock to Queen's 6 Ballroom via Tunnel		505'
Lowest Point (top to bottom) of Tunnel Access		8' 1"

ACCESS HOURS TO LOADING DOCK

MONDAY TO FRIDAY	2 PM TO 3 AM
SATURDAYS	AFTER 1 PM
SUNDAYS	ALL DAY UNTIL 3 AM MONDAY

- Bay 2 (ramp) is available after 4 PM on Monday through Saturday.

Hotel Security must be hired at a rate of \$45 + tax per hour per Security Officer to supervise the load-in and load-out process. All contractors/vendors must check into security before loading and unloading. All Contractors/vendors must enter through the loading dock entrance and check into security during the entire program. The Group Lobby is not an authorized entrance for contractors/vendors for loading and unloading purposes. All contractors/vendors must supply their own transportation devices (forklifts, flatbed carts, hand trucks, pallet jacks, ramps, etc.) to move equipment in and out; carts or lifts should be electrical. Gas or propane propelled devices or vehicles will not be allowed for safety reasons. Load-in into the Ballroom/Convention Area is restricted to the use of the **Kona Promenade** only.

PARKING & STORAGE

Trucks and containers may be temporarily parked at the Hotel Loading Dock and must be removed as soon as they are emptied. Vehicles used in the delivery, transportation, or storage of equipment cannot be left on Hotel property overnight or parked along Waikoloa Beach Drive (adjacent to the resort complex) overnight. Cars parked along Waikoloa Beach Drive or in the Group Lobby will be towed away at the owner's or driver's expense.

Parking will be assigned upon contract approval. A pre-arrangement for the amount and size of all vehicles must be determined before contract is expedited and the load-in starts up.

All vendors will be issued a temporary pass for the dates of the agreed contract and must be displayed in the windshield of every vehicle designated to the job agreement. This includes all personal and contractor/vendor vehicles. All contractors/vendors will check-in with the Security Supervisor on Duty for the proper parking passes. Vehicles not authorized or not in compliance will be towed at owner's expense from the resort property.

Storage of equipment (i.e. A/V cases, shipping crates, etc.) will not be allowed in the Tunnel areas or service corridors behind the Ballroom areas or the wall closets in the Ballrooms. It is the contractor's/vendor's responsibility to arrange for storage of these items in either a prearranged, specified storage room (upon availability) or behind sight lines of production.

At all times, storage of equipment in any area should not hinder accessibility to service areas for Hotel employees and will meet all OSHA requirements.

MEETINGS & CONVENTIONS BOX HANDLING PROCEDURES

INCOMING SHIPMENTS

All boxes shipped to the Hilton Waikoloa Village should be properly addressed and labeled to include:

- Group Name
- Catering Manager
- Program Dates
- On Site Group Contact
- Sender
- Weight
- Special Handling Instructions and Precautions:
 - Fragile
 - Perishable/Refrigerate
 - Hazardous/Flammable Materials

Boxes not properly labeled will cause delay in handling and receiving of boxes. Shipment should be scheduled for delivery no earlier than ten (10) days prior to your contact's arrival. Early Delivery will be assessed a storage fee of **\$10.00 per box per day**. Tracking information should be provided prior to receipt of boxes to assist Receiving and Meetings and Conventions. Client contact should provide list of personnel authorized to sign for any and all boxes.

BOX HANDLING CHARGES:

Charges will apply for the each of the following movement:

- Loading Dock to Meetings and Conventions Storage
- Loading Dock to Group Storage Room
- Meetings and Conventions Storage to Group Storage Room
- Group Storage to Function Area (Meeting Rooms, Check-in location, Hospitality Desk)
- Group Rooms to Meetings & Conventions Storage
- Shipping to Loading Dock

Cost per item moved:

Loose Boxes/Envelopes	<u>\$ 2.00 per item</u>
Wrapped Pallet	<u>\$30.00 per pallet</u>
Oversized Items (Each freight forwarder has their own restrictions)	<u>\$50.00 per item</u>
Overweight Items	<u>\$50.00 per item (250 pounds or more)</u>

SHIPPING-OUT PROCEDURES:

- Group contact should complete appropriate shipping forms (FEDEX, UPS, DHL, ETC.), and affix to each parcel being shipped out.
- All parcels must be properly packed, sealed and labeled with the recipient's name and address.
- A fee of \$35.00 per hour, two (2) hours minimum will be assessed for boxes not packed and forms not completed.
- Scheduled pick up time should be arranged with Catering Manager.
- All charges including exhibitors will be posted to the Master Account.

LOAD OUT PROCEDURES

Upon "loading out" at the completion of a show or setup, a final walkthrough of all areas and facilities utilized is required to be conducted with the contractor/vendor, Engineering representative, and Meetings & Conventions Floor staff representative. Any damages to the areas and facilities utilized by the contractor/vendor will be the responsibility of the contractor/vendor; estimated repair costs will be quoted by the Engineering representative in agreement with said contractor/vendor.

Estimated repair costs will be the sole responsibility of the contractor/vendor; full payment will be required prior to departure.

CLEANUP RESPONSIBILITIES

The contractor/vendor is held completely responsible for leaving the facility or facilities utilized in the same condition prior to load-in. This will be determined during the original walkthrough and will include disposal of trash, props, cardboard boxes, etc. You may contact the following vendor for temporary dumpster rentals:

Pacific Waste Phone (808) 326-4911

Should an area be deemed unacceptable after completion of a show or setup, the Hotel will assess a "cleanup" fee directly with the contractor/vendor involved which may include a charge of \$35.00 + tax per hour per Houseman. Payment of this "fee" will be the sole responsibility of the contractor/vendor.

WORKING IN THE CONVENTION FACILITY

There will be no painting, carpentry work or construction in the ballroom space without prior approval from our Engineering Department. Ballroom carpets and wood flooring must be protected from any such acts including the use of carts, ramps and lifts. Where necessary, ramps must be utilized over steps. The existing dance floor area in the center of the ballroom should be properly protected when utilizing heavy equipment such as genie lifts, lighting trusses, cables, and stage sets.

When designing stage sets, screens, draping, etc., safe and proper access into ballroom areas from back service corridors must be established. Safe access paths into each room must be created; obstruction by equipment, cables, a/v cases, etc. will not be allowed.

All electrical cables, cords, phone lines, etc. must be secured to the floor and not be a hazard to hotel guests or staff in any way. It is the responsibility of the production company/vendor to ensure that all items are in accordance with Hotel, State, and OSHA fire and safety codes.

When utilizing the existing hang points in the ballroom, a planned design must be approved by our Engineering Department in advance. Access to the ceiling is via a catwalk from the museum walkway. Special precautionary measures must be addressed prior to installation of equipment that will be supported by these hang points. During the initial walkthrough, please alert the hotel staff as to what points will be utilized and the p/phi measurement for each point. Any destruction to the surrounding areas of the hang points or ceiling (to include the catwalk, production booth or surrounding areas) will also be assessed a fee if the area is left damaged or in an unclean condition.

Catwalk: The Grand Ballroom catwalk is **NOT** a storage area. Production companies requesting access to the catwalk for storage will be assessed a \$3,000 Security Deposit and Cleaning Fee. The Security Deposit and Cleaning Fee will be refunded after load out and inspection provided the catwalk is clean and no damage has incurred to the area; this includes floors (no trash has been left in the catwalk), walls (there are no nicks, dings, scratches or gouges in walls), and carpets (carpets must be left clean). Should any of these conditions remain after use and load out, the Security Deposit will be retained by the Hotel?

SECURITY

The Hilton Waikoloa Village will not assume any responsibility for the damage or loss of any merchandise or items brought into the hotel. Convention facility Security can be arranged through your Catering, Meetings & Conventions contact at the rate of \$45.00 plus tax per hour, minimum of a (4) hour period. Please submit a schedule of Security needs no less than 10 days prior to the initial load-in date.

ELECTRICAL/ENGINEERING

Attached is an Engineering Services Request form that should be completed and sent to our Engineering Department no less than (2) weeks prior to the load-in date. A copy should also be sent to your Catering, Meetings & Conventions Manager. Specified support persons, i.e. technical tie-in support, can be arranged and charged at the rate of \$75.00 per hour with a minimum (2) hour charge. In addition, there is a section for Landscaping Services which could include the removal of plants in certain areas, sprinkler timing adjustments, or rental of greenery for stage sets and designs.

BILLING/MASTER ACCOUNTS

Unless requested by the authorized client contact and the Hotel's Group Billing Coordinator, all production related charges will be the sole responsibility of the production company/vendor. All estimated charges will be due in advance and are subject to normal prepayment schedules. If credit needs to be established, contact the Hotel's Finance Office for credit application and approval.

CONVENTION SERVICES EQUIPMENT INVENTORY

Item	Count
Table Lectern	3
Standing Lectern	15
Cork Board	6
Easels	32
Dance Floor 3' x 3' Sections	379
4'x4' Riser	42
Fixed 8 " Riser	14
Adjustable 16" riser - 24" Riser	16
Adjustable 24" Riser-32" Riser	20
Single Riser Steps	5
Double Riser Steps	4
Triple Riser Steps	3
1/4 Moon Tables	20
1/2 Moon Tables	10
Large 1/2 Moon Table	16
Serpentine Tables 30" x 60"	15
Large Serpentine Tables	16
Small Cocktail Tables 30" X 30"	34
Cocktail Tables 36" X 30"	34
Large Cocktail Tables 42"	30
Tall Cocktail Tables 30" X 42"	50
4' Tables 30" x 48"	4
Schoolroom Tables 18" x 72"	310
6' Tables 30" x 72"	181
8' Tables 30" x 96"	72
Rounds 72" (6')	160
Rounds 60" (5')	65
Plank / Sawhorse Tables 36" x 96"	31
Chairs - Metal	2,850
Chairs – Green Plastic	1,550
Leather Boardroom Chairs	18
Folding Partitions 6' x 16'	3
Folding Partitions 6' x 24'	1
Tree Light Set (Stand & 4 Lights)	2
Neon – Table Top	90
Neon Palm Trees – 8'	2
Neon Palm Trees – 12'	2
Neon Go – Go Booths	2
Water Cambro (10 Gallon)	12
Stanchions	13

ENGINEERING SERVICES REQUEST FORM

FUNCTION DATE _____ CLIENT _____

FUNCTION LOCATION _____ (SEPARATE FORMS FOR EACH LOCATION)

CONTACT _____ PHONE NO. _____

CONTACT _____ PHONE NO. _____

HOUSE ACCT # _____ BEO # _____

SET-UP	FUNCTION	BREAK-DOWN
FROM DATE ____/____/____ TIME _____ TO DATE ____/____/____ TIME _____	FROM DATE ____/____/____ TIME _____ TO DATE ____/____/____ TIME _____	FROM DATE ____/____/____ TIME _____ TO DATE ____/____/____ TIME _____

ELECTRICAL	
PHASE SINGLE _____ OR THREE _____ VOLTAGE 120 _____ 208 _____ 480 _____ AMP _____ OR WATTS _____ OR HP _____ # OF CIRCUITS _____	DISCONNECT NEEDED <input type="checkbox"/> YES <input type="checkbox"/> NO DISTRIBUTION PANEL NEEDED <input type="checkbox"/> YES <input type="checkbox"/> NO PLACEMENT _____ (DIAGRAM) COST = \$340 @ 100 AMPS x 3 PHASE PER DAY
PHASE SINGLE _____ OR THREE _____ VOLTAGE 120 _____ 208 _____ 480 _____ AMP _____ OR WATTS _____ OR HP _____ # OF CIRCUITS _____	DISCONNECT NEEDED <input type="checkbox"/> YES <input type="checkbox"/> NO DISTRIBUTION PANEL NEEDED <input type="checkbox"/> YES <input type="checkbox"/> NO PLACEMENT _____ (DIAGRAM) COST = \$680 @ 200 AMPS x 3 PHASE PER DAY
PHASE SINGLE _____ OR THREE _____ VOLTAGE 120 _____ 208 _____ 480 _____ AMP _____ OR WATTS _____ OR HP _____ # OF CIRCUITS _____	DISCONNECT NEEDED <input type="checkbox"/> YES <input type="checkbox"/> NO DISTRIBUTION PANEL NEEDED <input type="checkbox"/> YES <input type="checkbox"/> NO PLACEMENT _____ (DIAGRAM) COST = \$2,040 @ 400 AMPS x 3 PHASE PER DAY

PLANTS & LANDSCAPING
PLANTS ADDED (PLEASE SUBMIT DIAGRAM) PRICE VARIES WITH REQUIREMENT TYPE _____ NO.REQUIRED _____ PLACEMENT _____ TYPE _____ NO.REQUIRED _____ PLACEMENT _____
PLANTS REMOVED (PLEASE SUBMIT DIAGRAM) PRICE VARIES WITH LOCATION & QUANTITIES AREA _____ DATE _____
SPRINKLER SHUT DOWN LOCATION _____ DATE _____ HOURS OF RESTRICTION: DAILY FROM ____:____ AM / PM TO ____:____ AM / PM

ADDITIONAL SERVICES
RIGGING HANG POINTS (SUBMIT DIAGRAM) _____

PROPERTY OPERATIONS CHARGES

Electrical Services

Electrical Hook-Up Labor \$ 190 (One Time Fee)

Distribution Panel Hook Up

_____ 225 Amps _____	\$ 170 (One Time Fee)
_____ 200 Amps _____	\$ 170 (One Time Fee)
_____ 125 Amps _____	\$ 170 (One Time Fee)
_____ 100 Amps _____	\$ 170 (One Time Fee)
_____ 60 Amps _____	\$ 170 (One Time Fee)

Transformer Rental 480/208 200/3 Phase \$ 375 (One Time Fee)
(Plus Power Charge)

Usage - 208 Volt/3Phase

_____ 100 Amps _____	\$ 330 Per Day
_____ 150 Amps _____	\$ 495 Per Day
_____ 200 Amps _____	\$ 660 Per Day
_____ 400 Amps _____	\$1,310 Per Day

Usage - 408 Volt/3Phase

_____ 50 Amps _____	\$ 380 Per Day
_____ 60 Amps _____	\$ 450 Per Day
_____ 70 Amps _____	\$ 530 Per Day
_____ 100 Amps _____	\$ 760 Per Day

Usage - 120 Volt/1Phase

100 Amps \$ 100 Per Day

Air-Conditioning Services

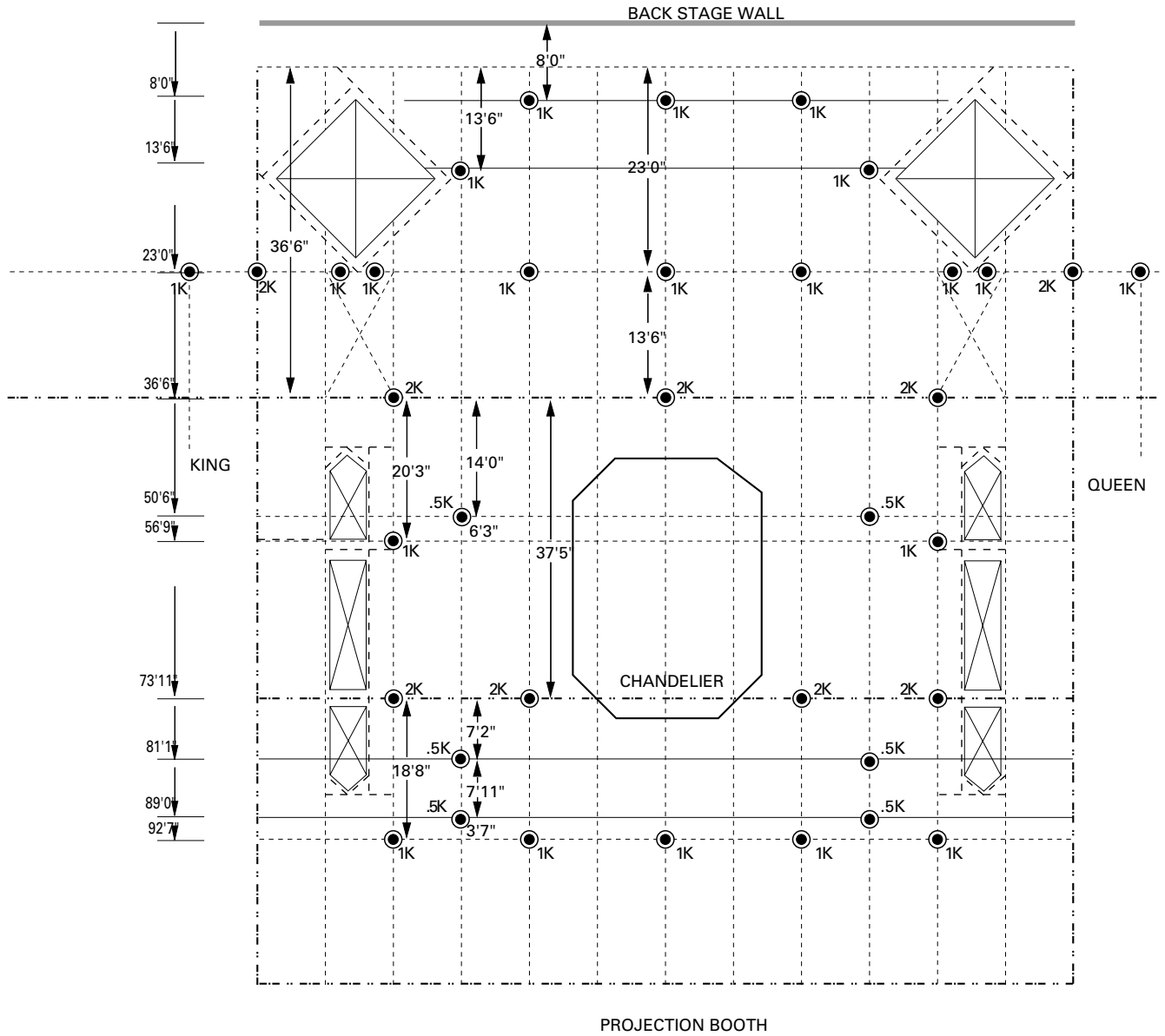
Grand Ballroom - 24 Hours _____	\$ 940 Per Day
Meeting Rooms - 24 Hours _____	\$ 375 Per Day

Maintenance Charges

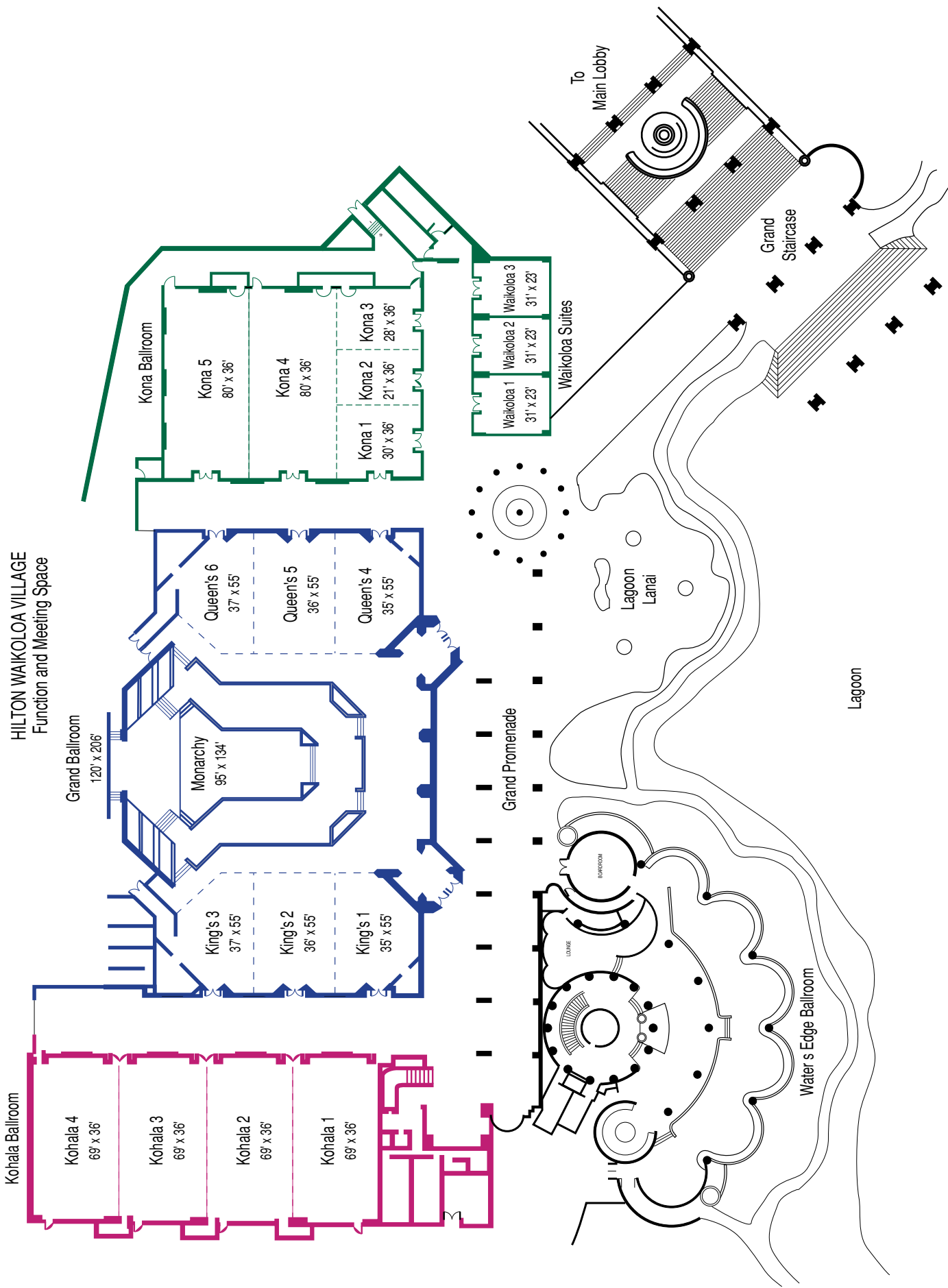
Banner Hanging (Mon-Fri 8am-2pm) _____	\$ 400 Per Banner
Banner Hanging (Nights & Weekends) _____	\$ 595 Per Banner
Lock Re-Keying _____	\$ 85 Per Lock
Removal of Plants from Planters _____	\$ 110 Per Tier
Removal of Plants from Planters _____	\$ 590 All Tiers
Miscellaneous Repairs _____	\$ 90 Per Hour + Materials
Man Lift Rental _____	\$ 126 Per Day
Wedding Boats _____	\$ 290 Each

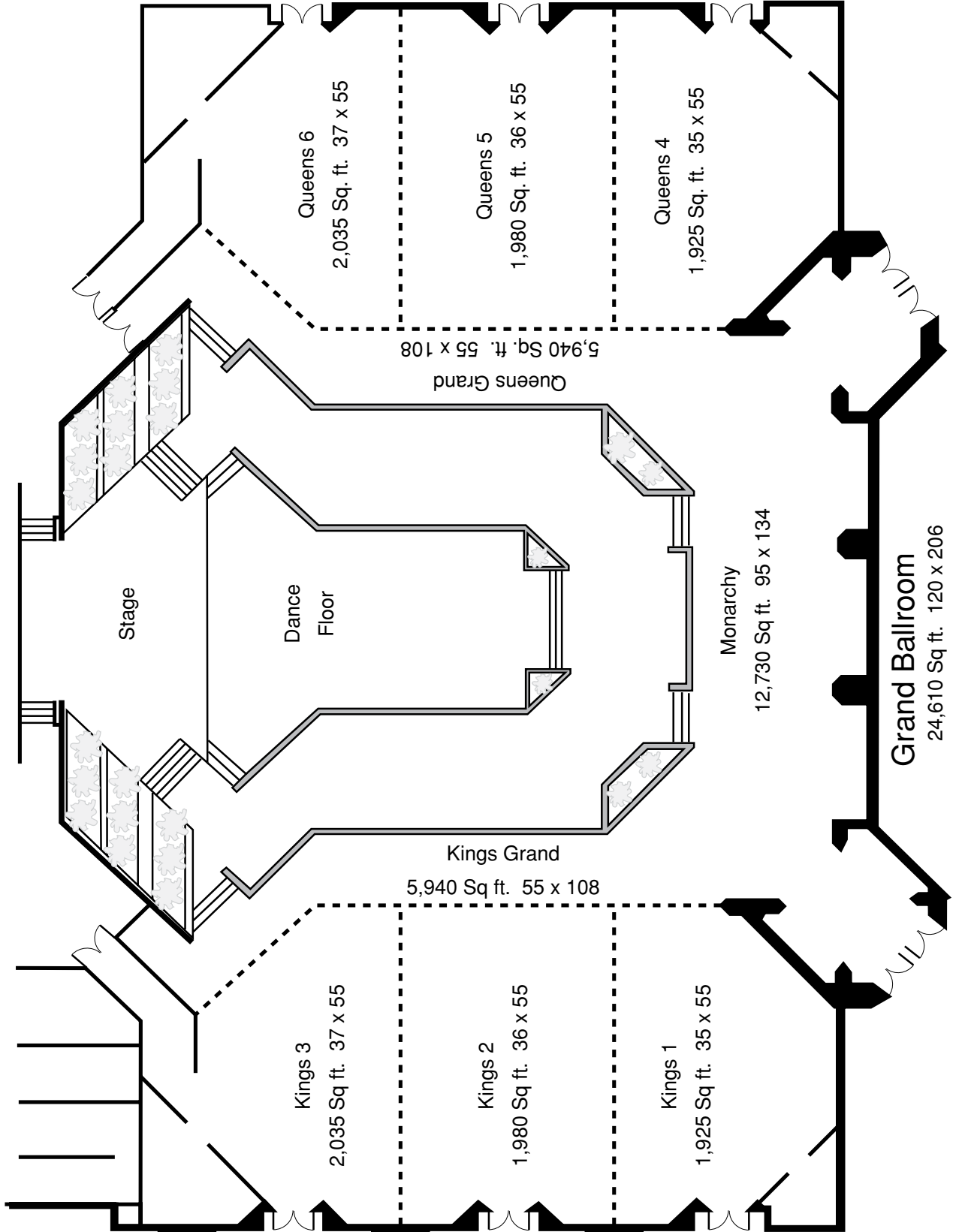
Add Hawaii State Sales Tax

MONARCHY BALLROOM HANG POINTS

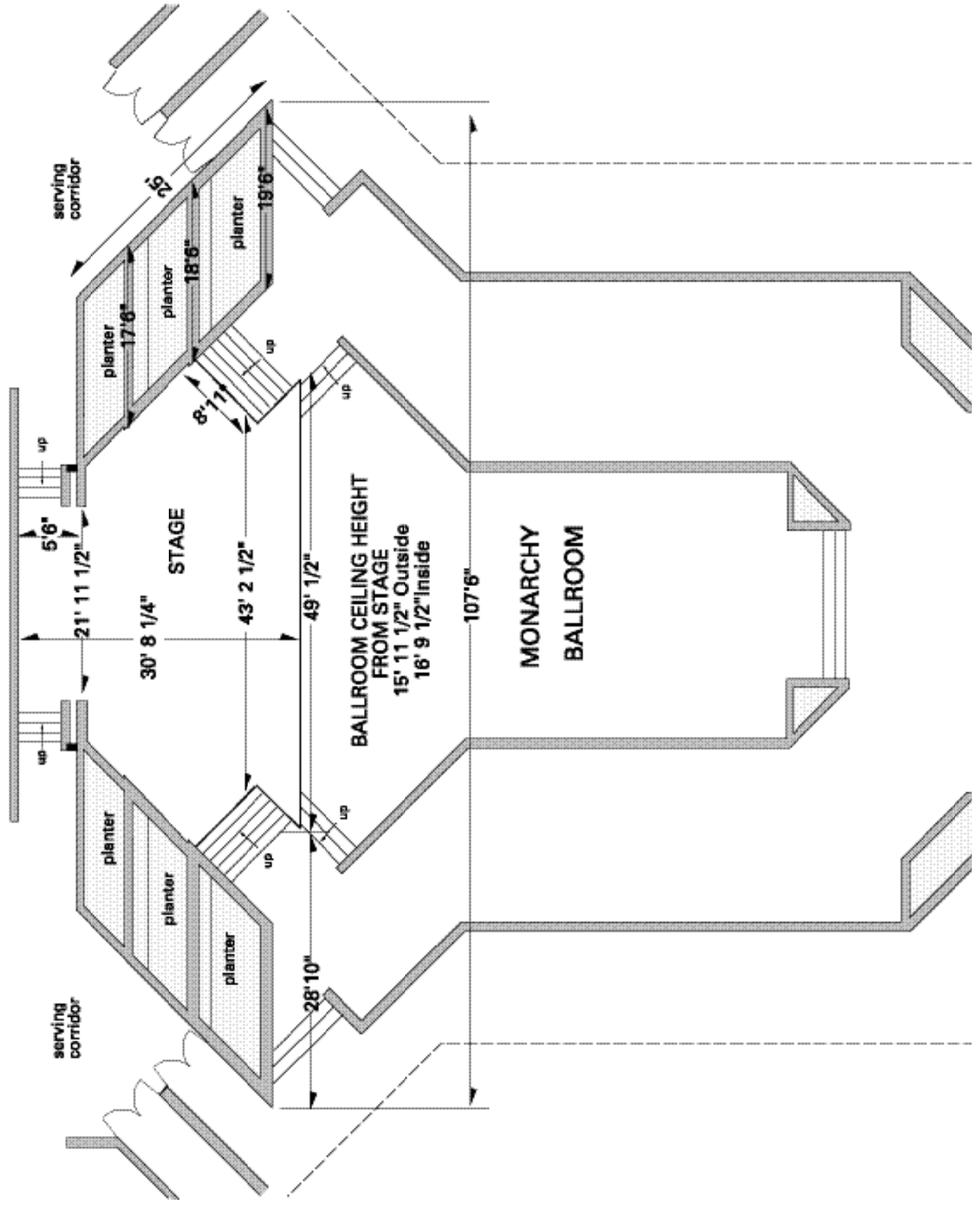


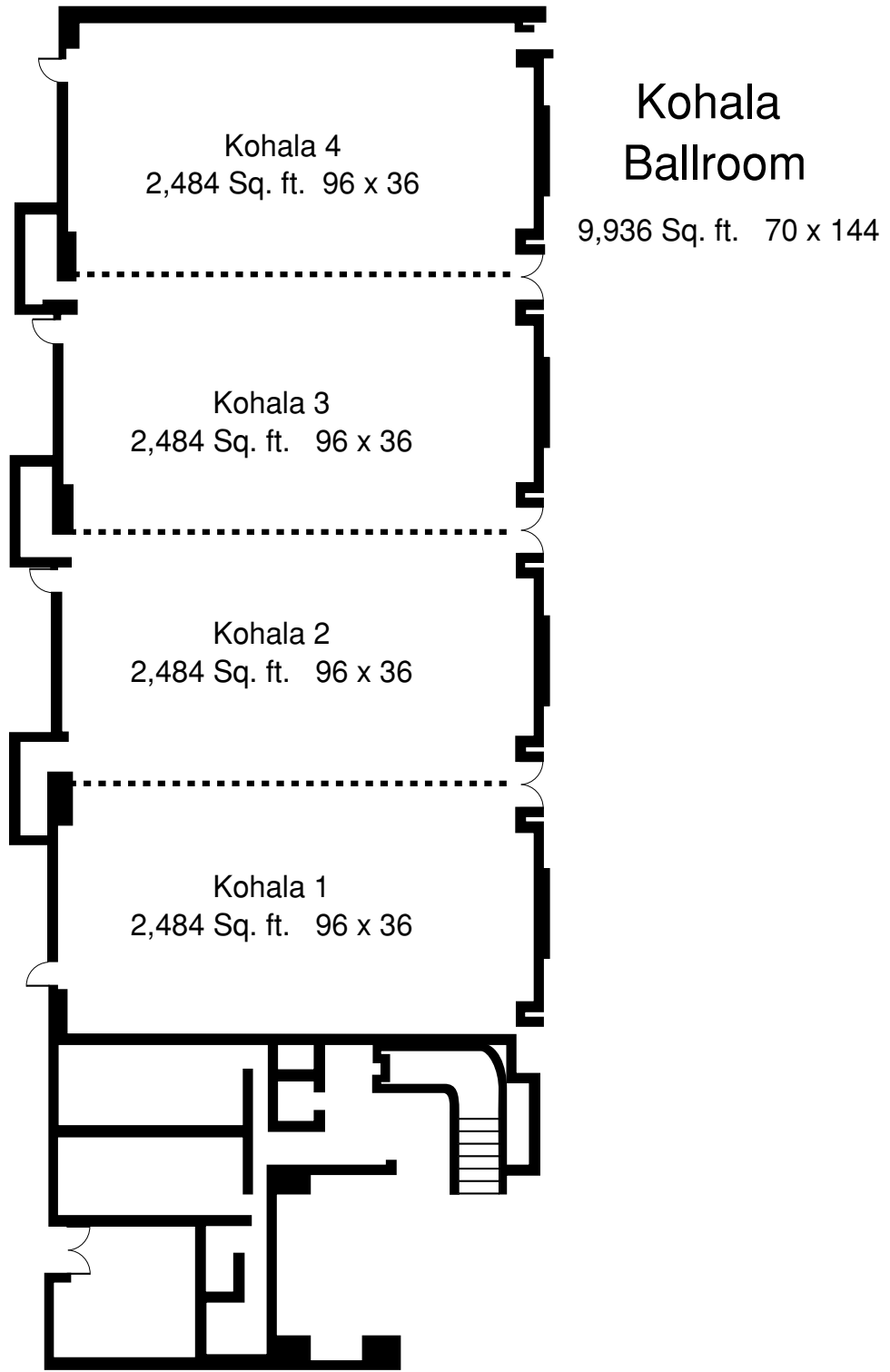
HILTON WAIKOLOA VILLAGE
Function and Meeting Space

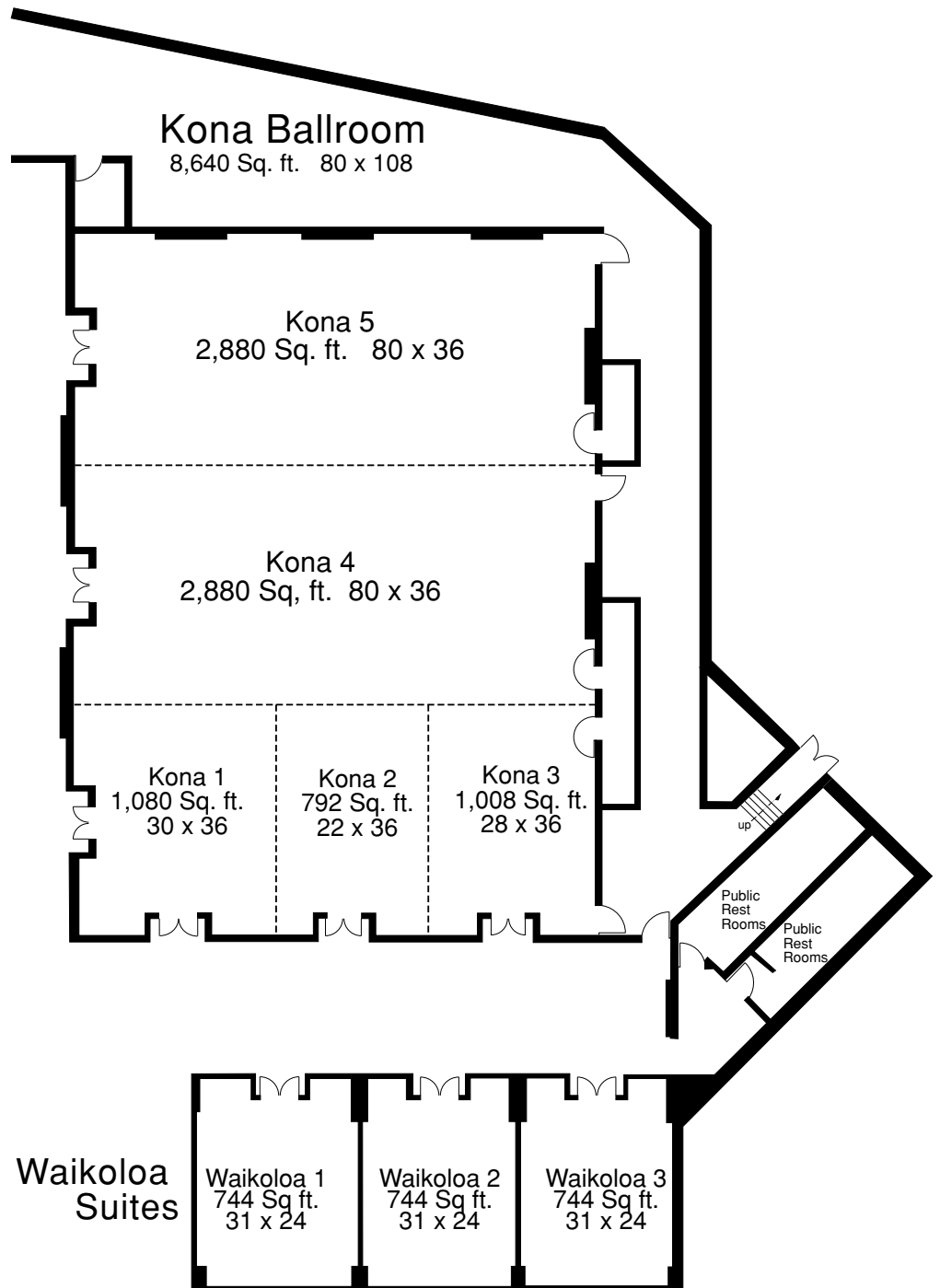


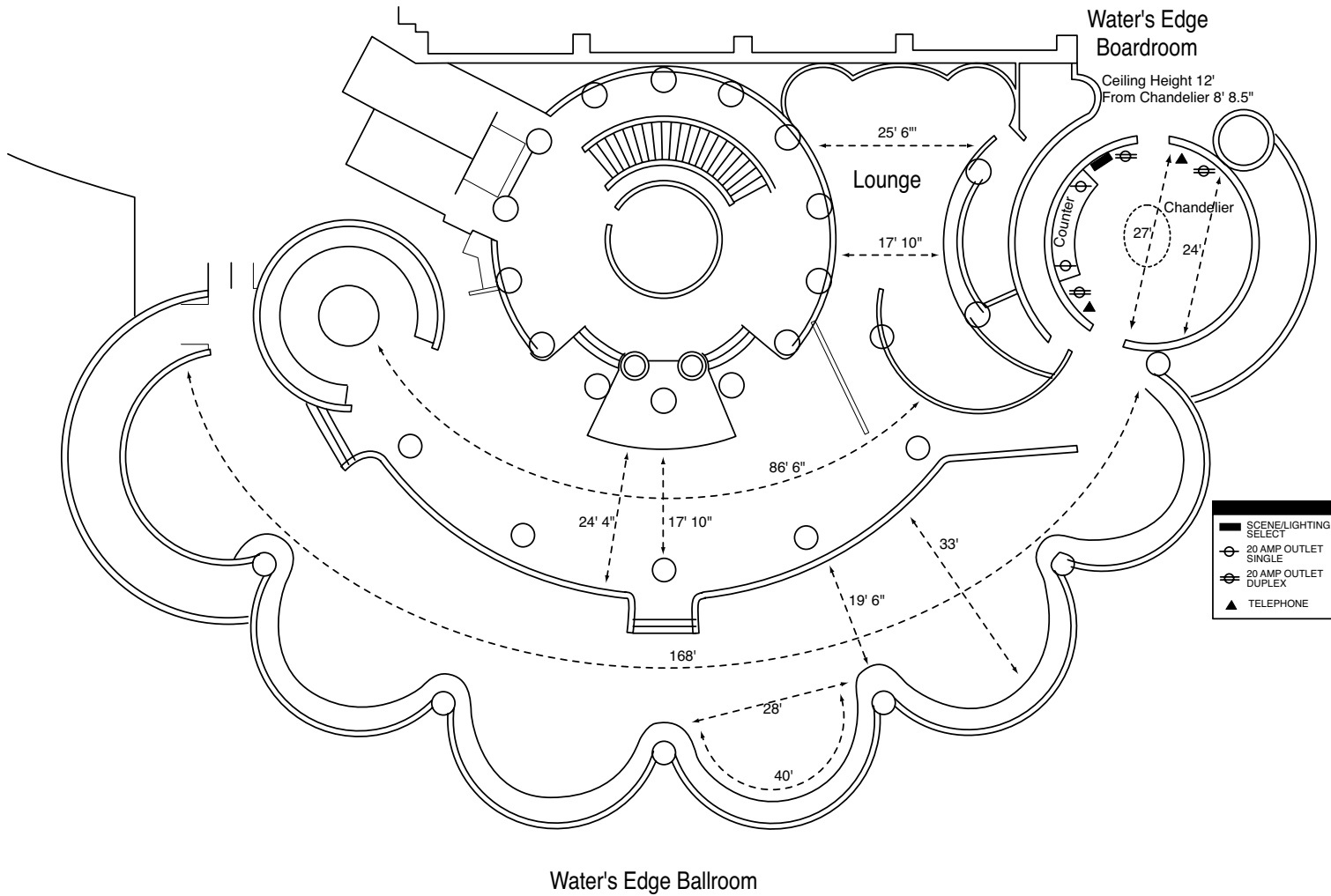


GRAND BALLROOM STAGE DIMENSIONS



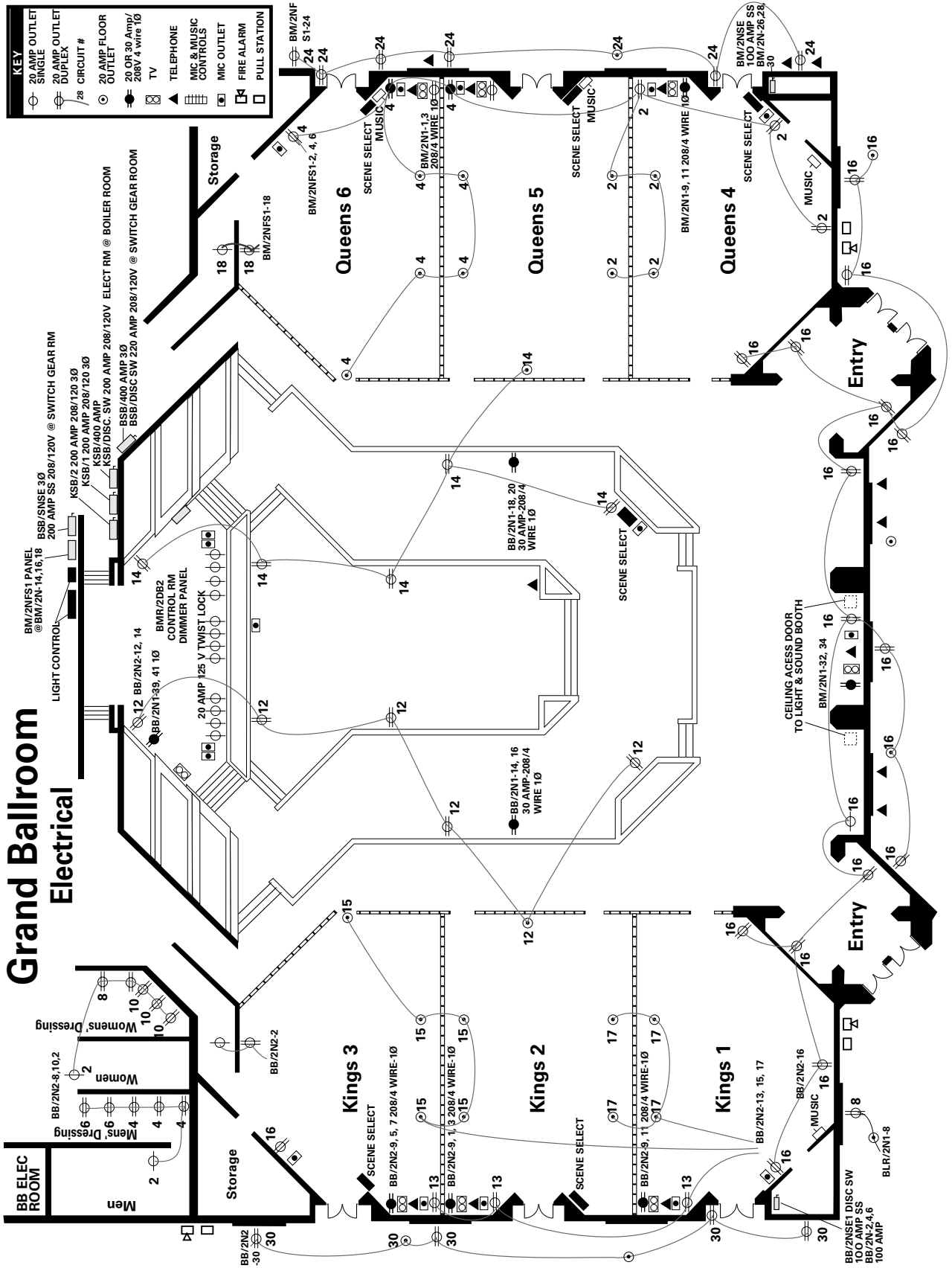




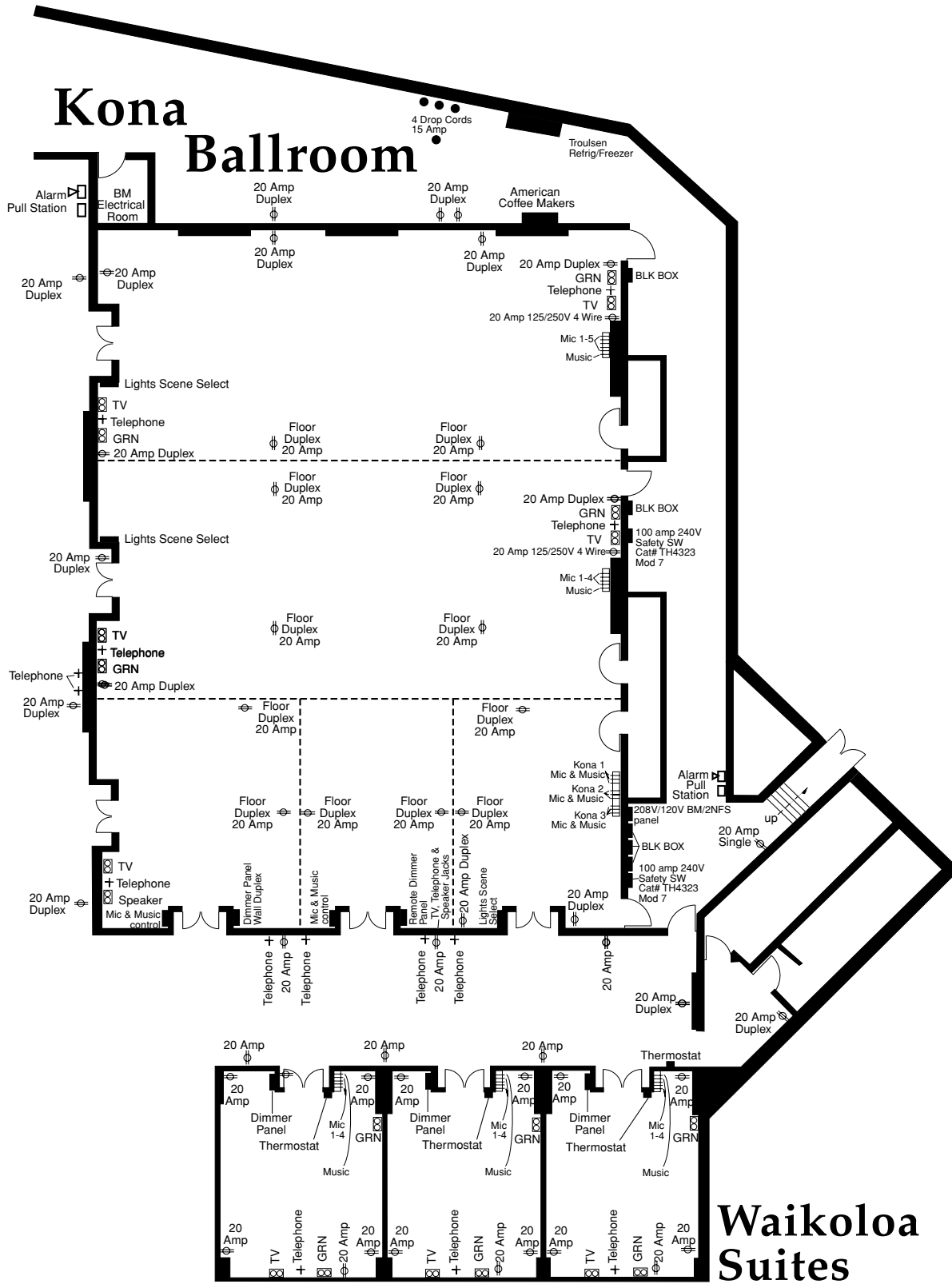


Grand Ballroom

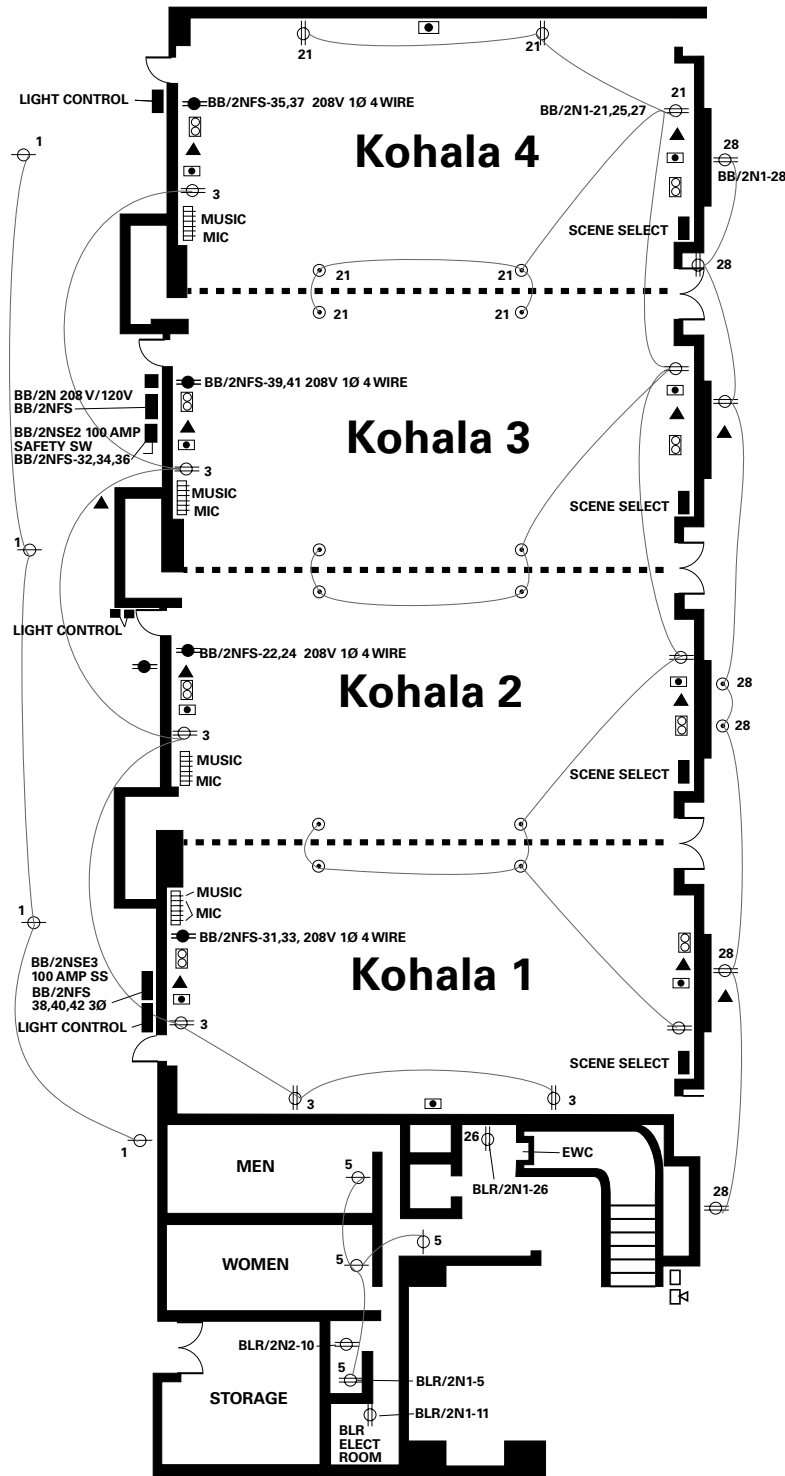
Electrical



KEY	
	20 AMP OUTLET SINGLE
	20 AMP OUTLET DUPLEX
	28 CIRCUIT #
	20 AMP FLOOR OUTLET
	20 OR 30 Amp/208V 4 wire 10
	TV
	TELEPHONE
	MIC & MUSIC CONTROLS
	MIC OUTLET
	FIRE ALARM
	PULL STATION
	BM/2NF
	24 S1-24

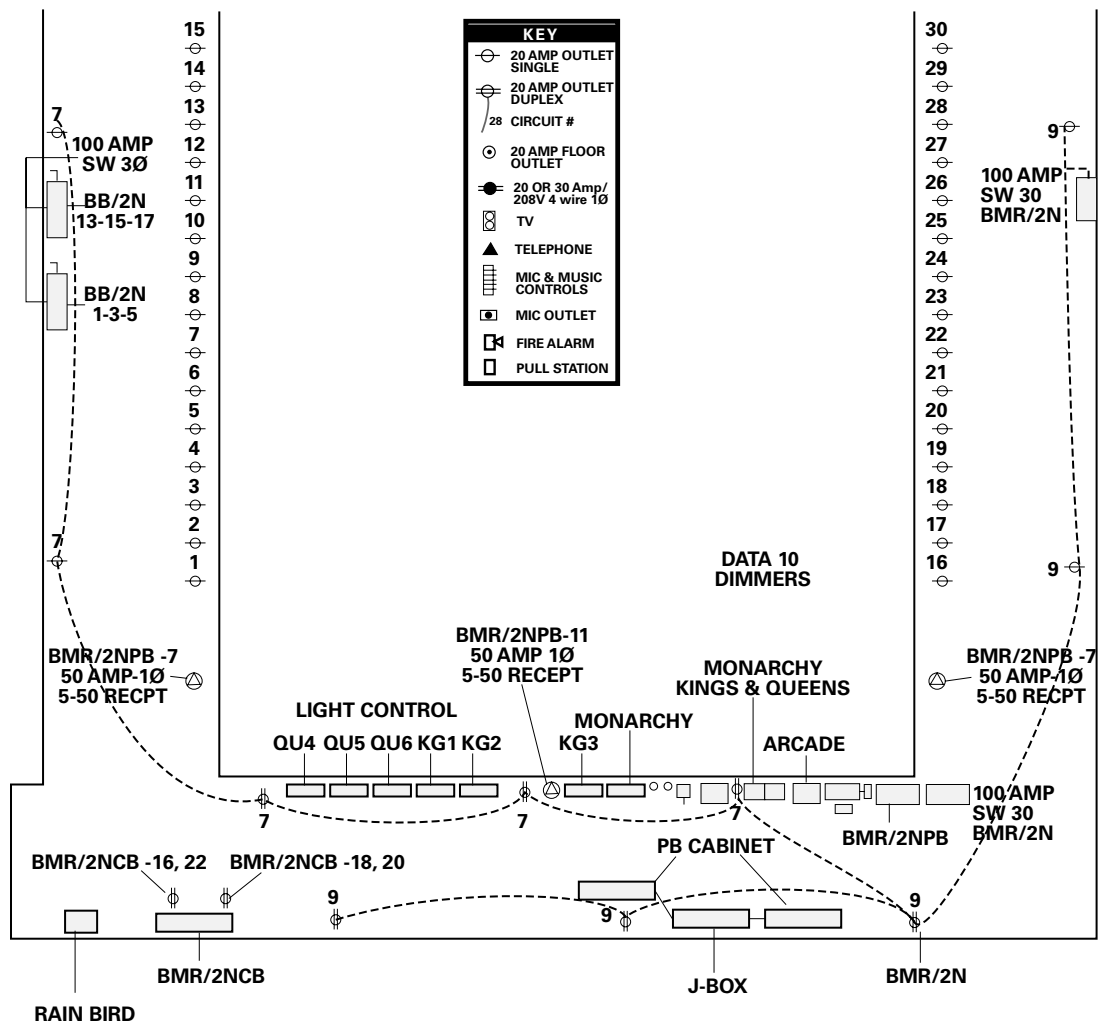


Kohala Ballroom Electrical

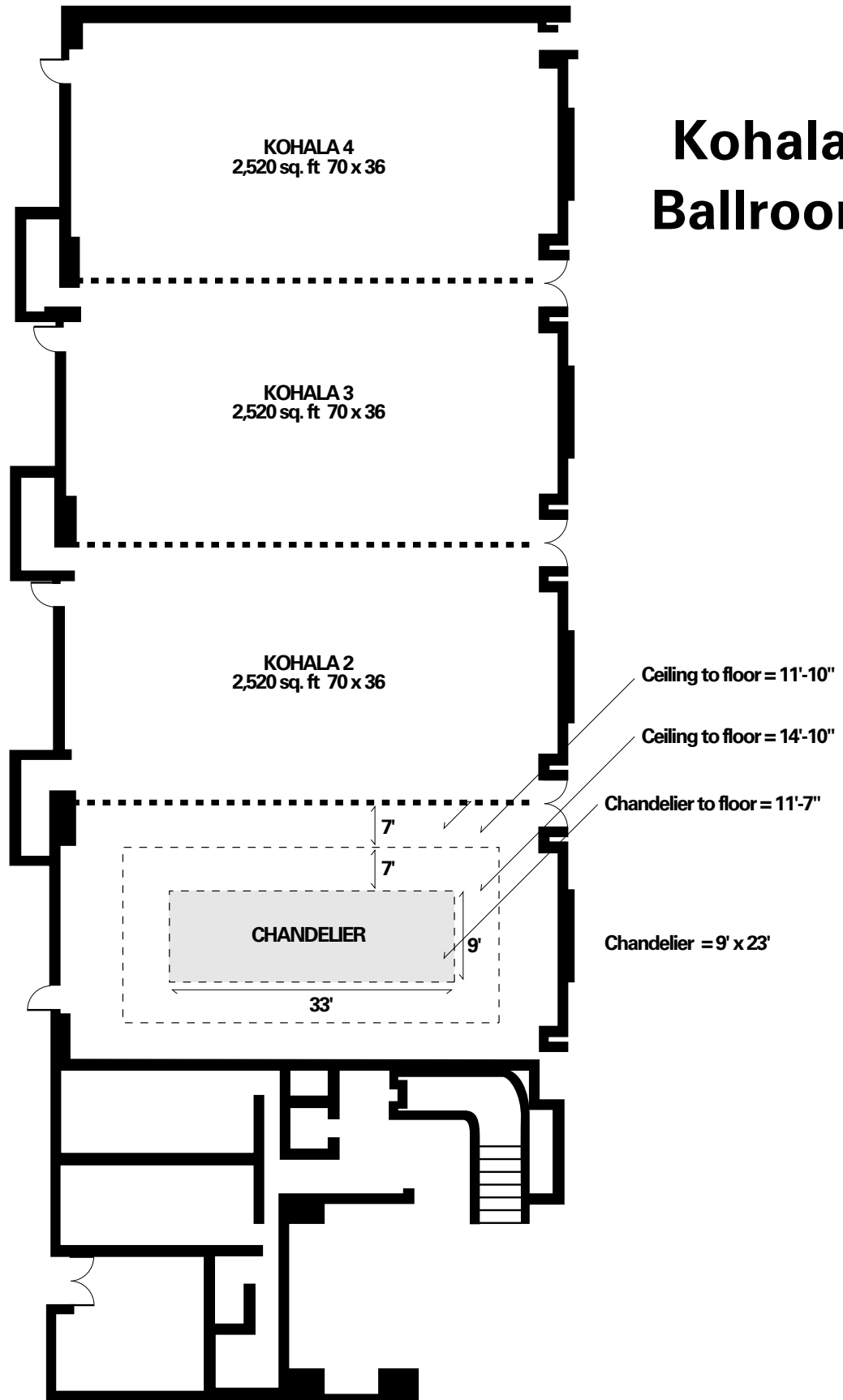


KEY	
	20 AMP OUTLET SINGLE
	20 AMP OUTLET DUPLX
28	CIRCUIT #
	20 AMP FLOOR OUTLET
	20 Amp/208V 1Ø 4 wire
	TV
	TELEPHONE
	MIC & MUSIC CONTROLS
	MIC OUTLET
	FIRE ALARM
	PULL STATION

MONARCHY CAT WALK/CONTROL ROOM

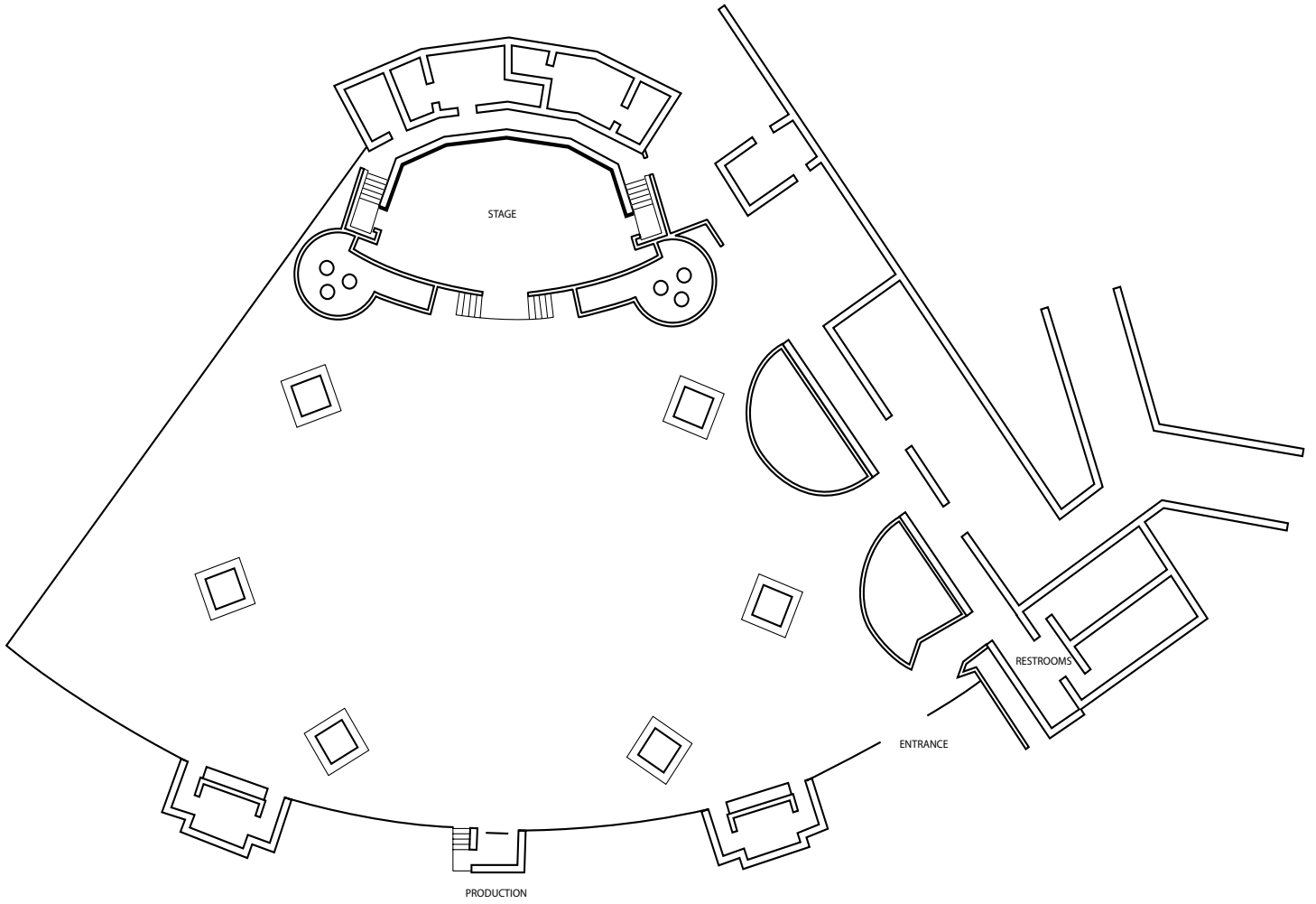


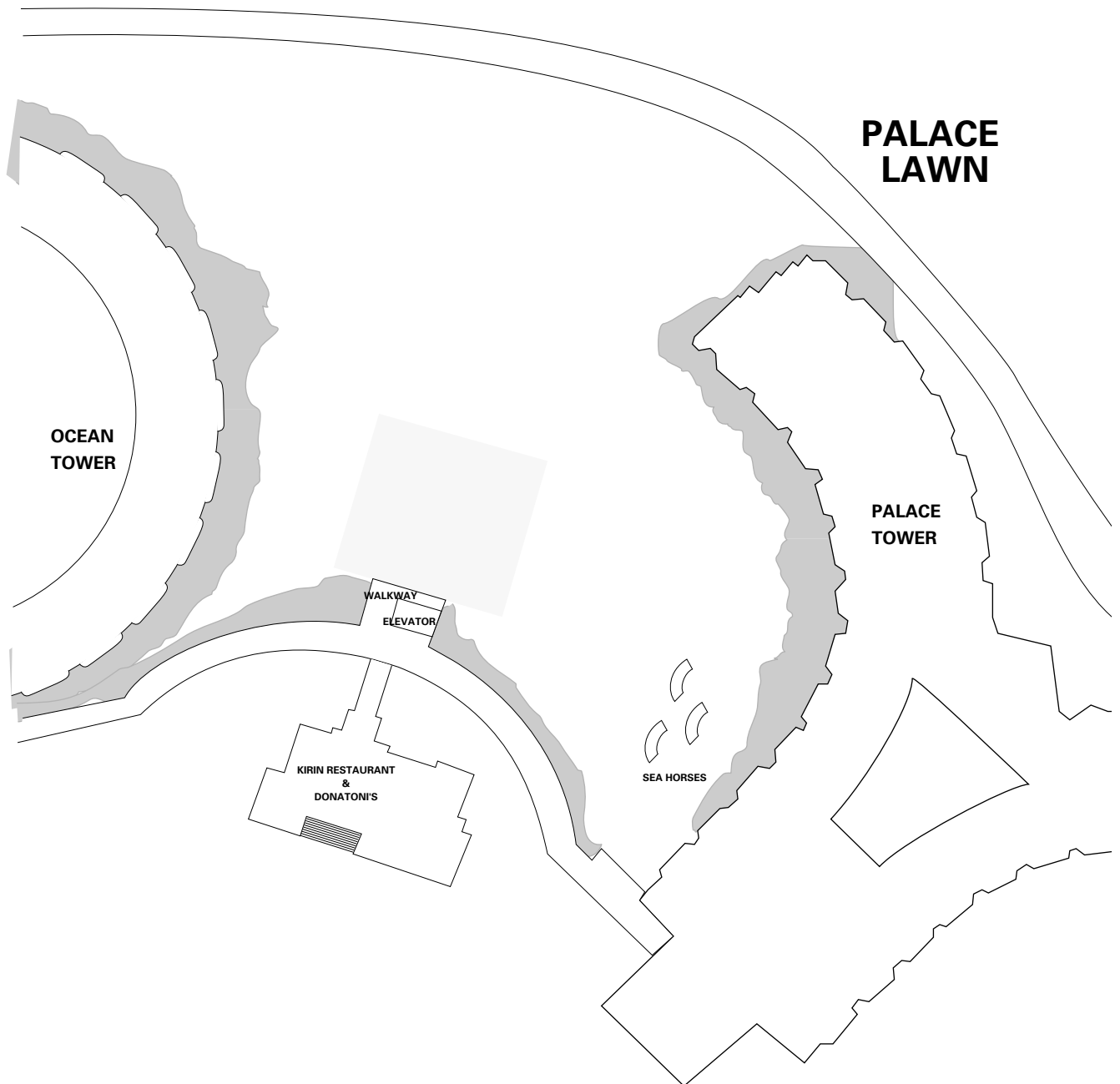
Kohala Ballroom



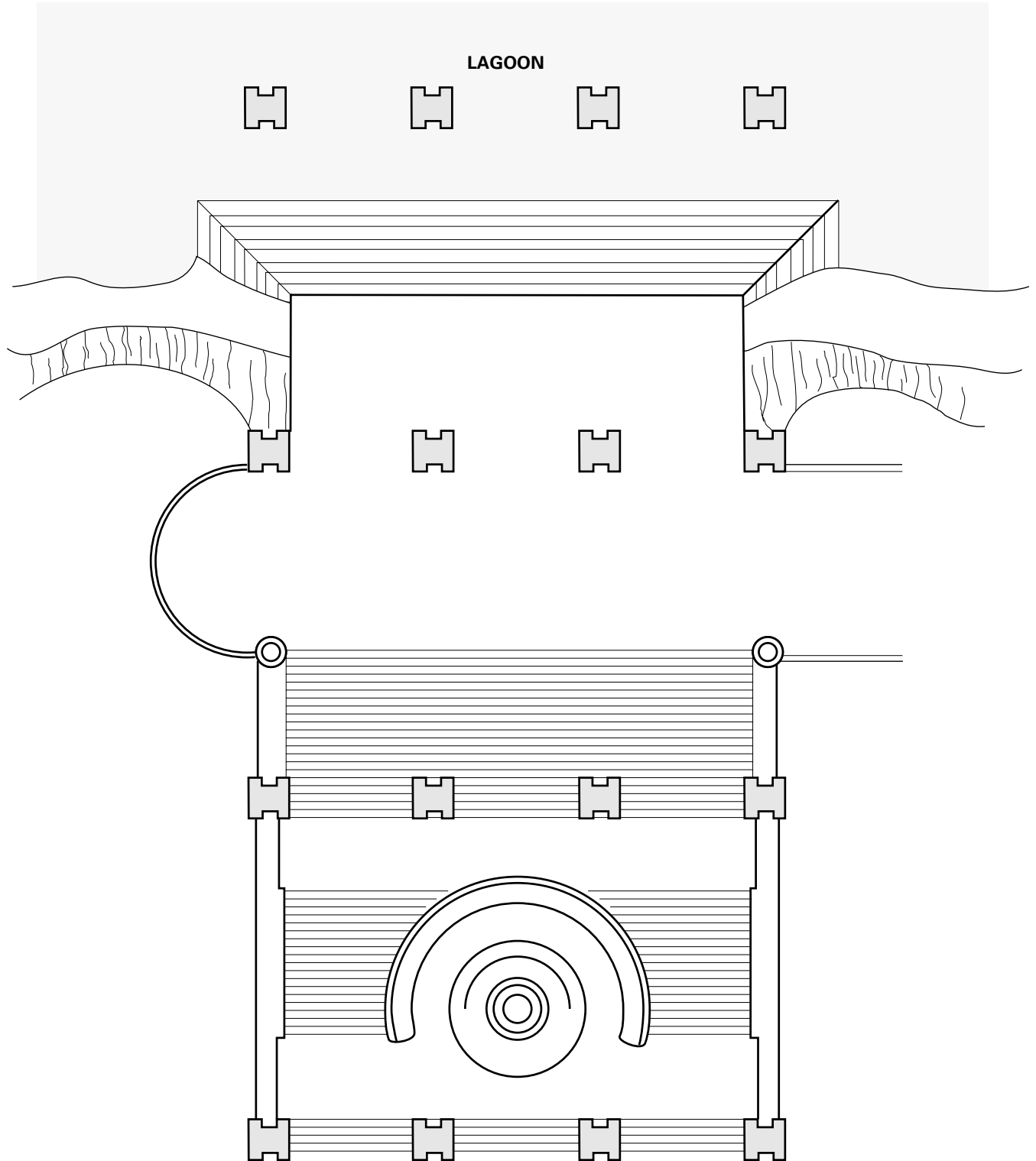


Kamehameha Court

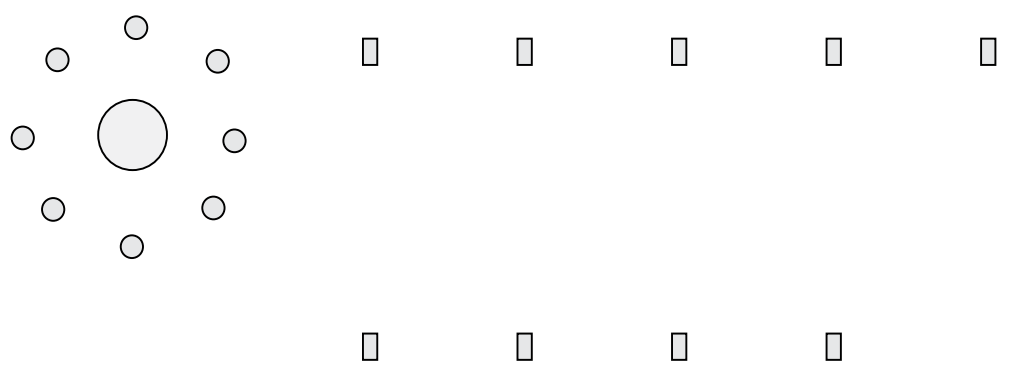
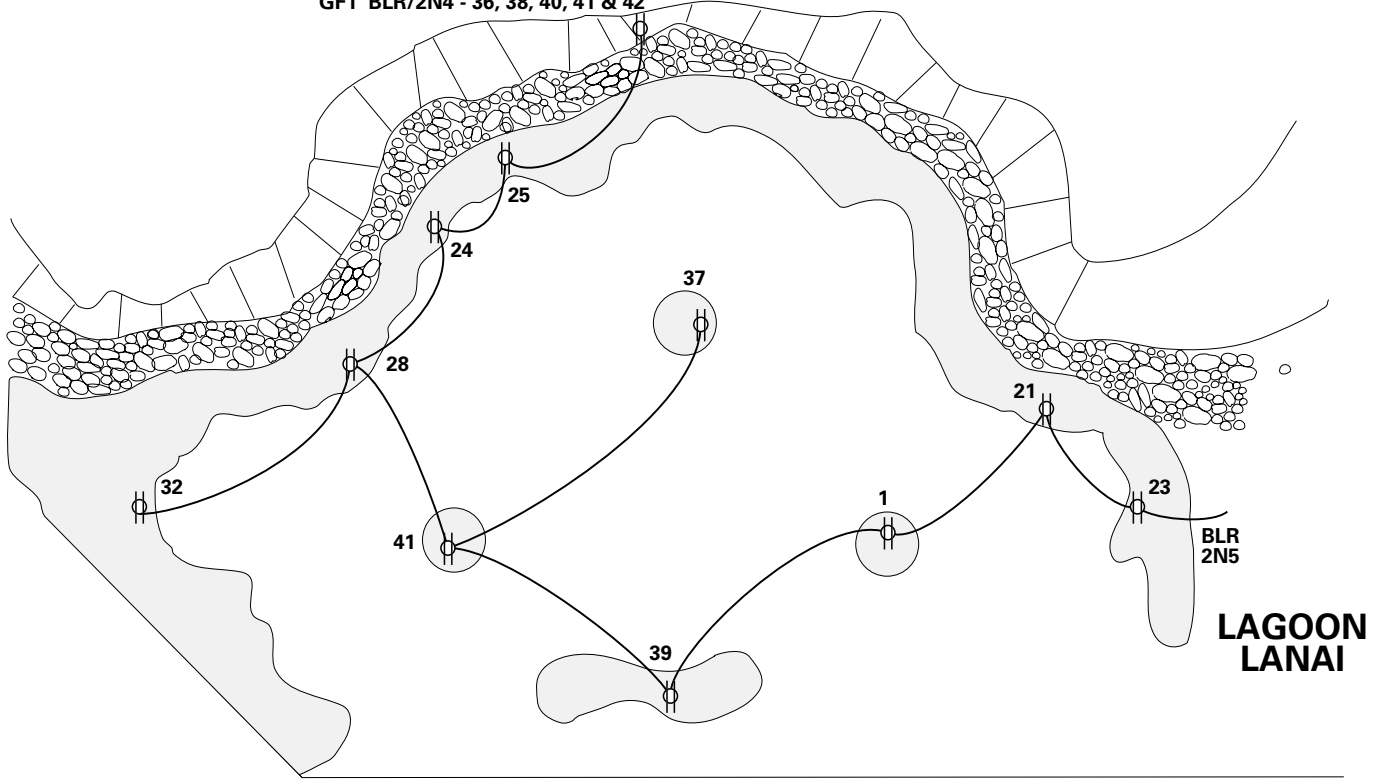




GRAND STAIRCASE



GF1 BLR/2N4 - 36, 38, 40, 41 & 42



**CONTRACTOR/VENDOR
POLICIES AND PROCEDURES
HOTEL AGREEMENT**

I/we of _____ Company have completely read, understand and will abide by Hilton Waikoloa Village's Contractor/Vendor Policies and procedures. I also understand that Hilton Waikoloa Village has the right to seek compensation for any infractions of the policies and procedures in which _____ Company takes full responsibility.

Name of Company Representative

Company Name of Contractor/Vendor

Hotel Representative
